

# **2002 Utah HMO Performance Report**

## **HMO Performance Measures (HEDIS) & HMO Child Enrollee Satisfaction Survey Results**

From the Utah Department of Health  
Health Data Committee and Division of Health Care Financing  
December 2002



# About This Report

This report presents the performance of Utah's Medicaid and commercial Health Maintenance Organizations (HMOs) using Health plan Employer Data and Information Set (HEDIS) collected for measurement year 2001 and the results of 2002 HMO Child Enrollee Satisfaction Survey. HEDIS® is developed by the National Committee for Quality Assurance (NCQA) and it assesses and measures the quality of health care provided by the nation's managed care industry. Each HMO uses HEDIS as a measuring tool to assess their performance in specific areas. NCQA specifies two data collection methodologies for HEDIS: administrative and hybrid data collection. With **Administrative** data collection method, HMOs use their internal administrative data (claims, etc.) to compute HEDIS measures. With **Hybrid** data collection methodology, HMOs conduct medical chart reviews in addition to using the administrative data. Hybrid data collection is noted as "Admin+Chart Review" throughout this report. To assure the accuracy of HEDIS measures, the plans must have their data verified by an independent NCQA certified auditor.

The 2002 HMO Child Enrollee Satisfaction Survey was conducted during February through May of 2002 for members aged 0 through 13 years who were continuously enrolled in the HMO in 2001. The survey measured what parents or guardians of Utah HMOs' child enrollees thought about the health care services their child received during 2001. For each Medicaid or commercial HMO, the survey was conducted for two populations: general child enrollees and children with chronic conditions. **General child enrollees** represent a sample of randomly selected children in Utah HMOs. Considering the increased vulnerability of **children with** special health care needs to the quality of health care, the 2002 survey was conducted separately for children that are identified through the HMO's administrative data as having a **chronic condition**. The survey questionnaire came from the Consumer Assessment of Health Plans (CAHPS®). CAHPS® was developed by the U.S. Department of Health and Human Services, Agency for Healthcare Research and Quality (AHRQ), and has been used nationwide. The Utah Department of Health, in cooperation with Utah health plans, conducts the satisfaction survey of health plans' adult enrollees every odd year, while carrying out child enrollee satisfaction surveys every even year.

The goals of this report are to increase public awareness and to assist health plans in improving service and care. This report is a collaborative effort among the Utah Department of Health (Division of Health Care Financing, Division of Community and Family Health Services, and the Health Data Committee) and HMOs in Utah. All operating HMOs in 2001 participated in the HEDIS reporting and the survey. They are:

- Altius Health Plans (Altius), Commercial only
- Cigna Health Care of Utah (Cigna), Commercial only
- IHC Health Plans (Medicaid: IHC Access, Commercial: IHC)
- Molina Healthcare (Molina/AFC), Medicaid only
- Regence BlueCross BlueShield of Utah (RBCBSU), Commercial only
- UnitedHealthcare of Utah (Medicaid: United MedChoice, Commercial: UHC)
- University of Utah Hospitals and Clinics (Healthy U), Medicaid only.

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## Key Findings

### ***Medicaid HMOs***

- ◆ Compared to the national average scores, the Utah Medicaid HMO averages are higher in the areas of adults' access to preventive care, prenatal and postpartum care, children's access to primary care providers, comprehensive diabetes care, and overall satisfaction and service quality measures.
- ◆ Performance areas that show lower than national averages include: cancer screening, well-child visits for adolescents, children's immunization status, and HMOs' customer service.
- ◆ Areas with wide variations across HMOs include: prenatal and postpartum care, well-child visits for infants, children's immunization status, and comprehensive diabetes care measures. Variations across HMOs may be caused by substandard performance or different data collection and reporting methodology used by HMOs.

### ***Commercial HMOs***

- ◆ Utah's commercial HMOs are performing better than their national counterparts in adults' access to preventive care, overall satisfaction, and service quality measures.
- ◆ For most HMO performance measures (HEDIS), however, Utah's commercial HMOs show lower than national average rates. Areas where Utah's scores are lower than national averages include cancer screening, prenatal and postpartum care, well-child visits for infants and adolescents, children's access to primary care providers, children's immunization status, comprehensive diabetes care, rating of specialist, and HMO's customer service.
- ◆ Areas with wide variations across HMOs include: prenatal and postpartum care, well-child visits for infants and adolescents, children's immunization status, and comprehensive diabetes care measures.

# Utah Medicaid HMOs

## Organization of this section

Pages 5-10 — Findings from 2002 HEDIS (reporting year: 2001)

Pages 11-12 — Results of 2002 HMO Enrollee Satisfaction Survey for General Child Enrollees

Pages 13-15 — Results of 2002 HMO Enrollee Satisfaction Survey for Children with Chronic Conditions

## About Utah Medicaid HMOs

	Healthy U	IHC	Molina	United MedChoice
Counties served by HMO	Davis Salt Lake Utah Weber	Davis Salt Lake Utah Weber	Cache/Davis/ Iron/Kane/ Salt Lake/Utah/ Washington/ Weber	Davis Salt Lake Weber
Monthly enrollment as of 1/31/2002	6,650	40,500	14,376	26,000
Primary Care Providers - completed residency	Not Reported	95.8%	100.0%	Not Reported
Primary Care Providers - board certified	Not Reported	87.1%	98.2%	Not Reported
Obstetricians/Gynecologists - completed residency	Not Reported	96.5%	100.0%	Not Reported
Obstetricians/Gynecologists - board certified	Not Reported	87.0%	100.0%	Not Reported

## About 2002 Survey

	Healthy U	IHC	Molina	United MedChoice
Response Rate	23.9%	47.8%	36.5%	37.1%
Total Respondents - General Child Population	125	544	429	399
Total Respondents - Children with Chronic Conditions	Not Available	662	131	186

## Statistical Ratings

Stars compare each HMO's score to **the average for Utah Medicaid HMOs**. Three stars indicate that an HMO's performance on a particular measure is significantly above the state average, while one star represents that an HMO's performance is significantly below the state average. The difference between HMO's score and the state average is statistically significant at 95% confidence level. Two stars indicate that an HMO's performance on a particular measure is not significantly different from the state average.

- ★★★ **Higher** HMO score is above the average for Utah Medicaid HMOs.
- ★★ **Average** HMO score is neither higher nor lower than the Utah Medicaid HMO average.
- ★ **Lower** HMO score is below the average for Utah Medicaid HMOs.

\* State and National Averages used in this section represent averages for Medicaid HMOs only.

# Preventive Care for Adults

HMO	Data Collection Method	Rate	Statistical Rating
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## Breast Cancer Screening

% women aged 50-69 who had a mammogram within the past 2 years

Healthy U	Administrative Data	50.6%	★★
IHC	Admin+Chart Review	52.1%	★★
Molina/AFC	Admin+Chart Review	45.6%	★
United MedChoice	Administrative Data	51.9%	★★
<b>National Average: 55.1%</b>		<b>State Average: 50.0%</b>	

## Cervical Cancer Screening

% women aged 18-64 who received at least one or more Pap tests during 1999-2001

Healthy U	Administrative Data	44.2%	★
IHC	Admin+Chart Review	69.1%	★★★★
Molina/AFC	Admin+Chart Review	61.0%	★★★★
United MedChoice	Administrative Data	52.6%	★
<b>National Average: 61.1%</b>		<b>State Average: 56.7%</b>	

## Chlamydia Screening in Women

% sexually active women aged 16-26 years who had at least one test for chlamydia in 2001

Healthy U	Administrative Data	31.6%	★★★★
IHC	Administrative Data	11.1%	★
Molina/AFC	Administrative Data	24.0%	★★
United MedChoice	Administrative Data	33.0%	★★★★
<b>National Average: 40.4%</b>		<b>State Average: 24.9%</b>	

## Adults' Access to Preventive Care (20-44)

% adults aged 20-44 years who had an ambulatory or preventive care visit

Healthy U	Administrative Data	82.0%	★★
IHC	Administrative Data	83.8%	★★★★
Molina/AFC	Administrative Data	77.3%	★
United MedChoice	Administrative Data	84.3%	★★★★
<b>National Average: 73.9%</b>		<b>State Average: 81.9%</b>	

## Adults' Access to Preventive Care (45-64)

% adults aged 45-64 years who had an ambulatory or preventive care visit

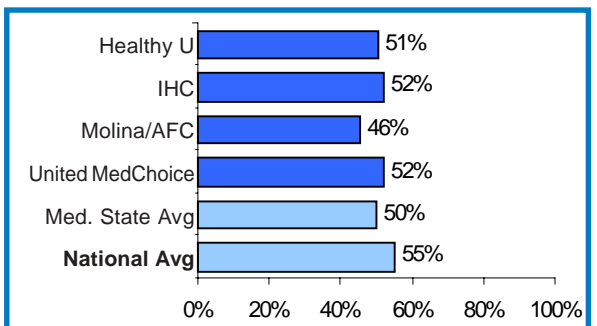
Healthy U	Administrative Data	87.2%	★
IHC	Administrative Data	88.2%	★★
Molina/AFC	Administrative Data	87.5%	★★
United MedChoice	Administrative Data	90.9%	★★★★
<b>National Average: 80.8%</b>		<b>State Average: 88.5%</b>	

## Adults' Access to Preventive Care (65+)

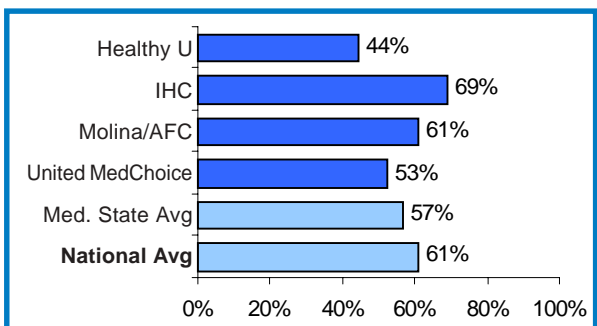
% adults aged 65 or older who had an ambulatory or preventive care visit

Healthy U	Administrative Data	91.8%	★★★★
IHC	Administrative Data	87.6%	★
Molina/AFC	Administrative Data	87.8%	★
United MedChoice	Administrative Data	89.5%	★★
<b>National Average: 79.0%</b>		<b>State Average: 89.2%</b>	

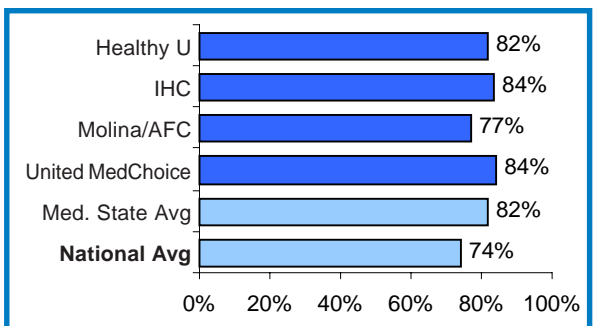
## Breast Cancer Screening



## Cervical Cancer Screening



## Adults' Access to Preventive Care (20-44 years)



➤ Variations across HMOs may be caused by substandard performance OR different data collection methodology among HMOs.

# Prenatal/Postpartum Care & Childbirth

## Medicaid HMOs - 2002 HEDIS

HMO	Data Collection Method	Rate	Statistical Rating
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### Timeliness of Prenatal Care

% pregnant women who had a prenatal care visit in the first trimester or within 42 days of enrollment in the plan

Healthy U	Admin+Chart Review	80.3%	★
IHC	Admin+Chart Review	95.1%	★★★
Molina/AFC	Admin+Chart Review	91.9%	★★★
United MedChoice	Admin+Chart Review	73.0%	★
<b>National Average : 72.9%</b>		<b>State Average : 85.1%</b>	

### Postpartum Care

% new mothers who received a checkup between 21 and 56 days after delivery

Healthy U	Admin+Chart Review	31.5%	★
IHC	Admin+Chart Review	74.7%	★★★
Molina/AFC	Admin+Chart Review	66.4%	★★★
United MedChoice	Admin+Chart Review	50.4%	★
<b>National Average : 53.0%</b>		<b>State Average : 55.7%</b>	

### Frequency of Ongoing Prenatal Care, <21% (Lower rate is better)

% pregnant women who received less than 21% of expected number of prenatal care visits

Healthy U	Admin+Chart Review	16.5%	★★★
IHC	Admin+Chart Review	2.7%	★★★
Molina/AFC	Admin+Chart Review	8.5%	★★★
United MedChoice	Administrative Data	94.6%	★
<b>National Average : 33.1%</b>		<b>State Average : 30.6%</b>	

### Frequency of Ongoing Prenatal Care, 21-60%

% pregnant women who received 21-60% of expected number of prenatal care visits

Healthy U	Admin+Chart Review	10.2%	Star
IHC	Admin+Chart Review	8.1%	Ratings
Molina/AFC	Admin+Chart Review	10.6%	Not
United MedChoice	Administrative Data	3.6%	Calculated
<b>National Average : 7.4%</b>		<b>State Average : 8.1%</b>	

### Frequency of Ongoing Prenatal Care, 61-80%

% pregnant women who received 61-80% of expected number of prenatal care visits

Healthy U	Admin+Chart Review	18.8%	Star
IHC	Admin+Chart Review	14.8%	Ratings
Molina/AFC	Admin+Chart Review	9.6%	Not
United MedChoice	Administrative Data	0.1%	Calculated
<b>National Average: 10.5%</b>		<b>State Average : 10.8%</b>	

### Frequency of Ongoing Prenatal Care, 81+ %

% pregnant women who received greater than 81% of expected number of prenatal care visits

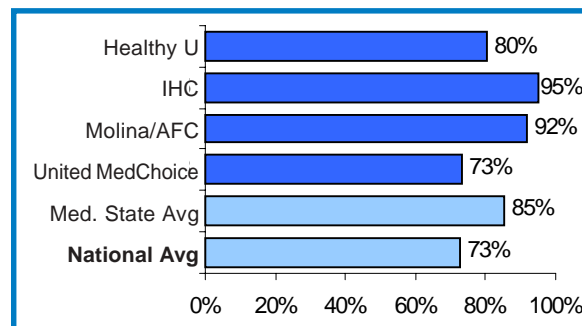
Healthy U	Admin+Chart Review	54.5%	★★★
IHC	Admin+Chart Review	74.5%	★★★
Molina/AFC	Admin+Chart Review	71.3%	★★★
United MedChoice	Administrative Data	1.7%	★
<b>National Average : 39.2%</b>		<b>State Average : 50.5%</b>	

### Cesarean Section Rate\* (Lower rate is better)

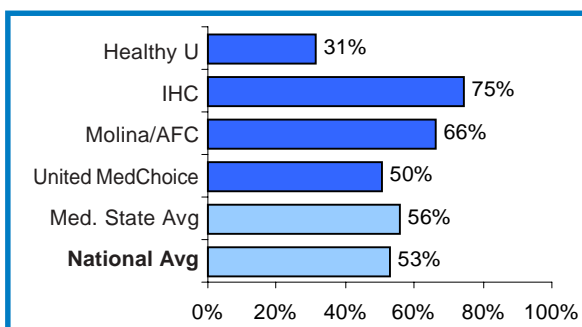
% births delivered by C-section, a procedure for surgical delivery

Healthy U	Administrative Data	15.9%	★★
IHC	Administrative Data	14.9%	★★★
Molina/AFC	Administrative Data	16.5%	★★
United MedChoice	Administrative Data	16.5%	★★
<b>National Average : 20.4%</b>		<b>State Average : 16.0%</b>	

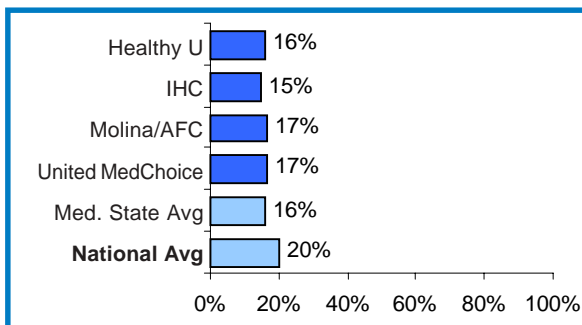
### Timeliness of Prenatal Care



### Postpartum Care



### Cesarean Section Rate\*



\* Cesarean sections can be lifesaving for mother or baby when performed appropriately. However, C-sections result in longer hospital stays, recovery times, and higher costs. This procedure should not be used solely for the convenience of doctor or patient. High C-section rates may indicate unnecessary procedures are being performed and should prompt further investigation to determine if that is true.

Statistical  
Ratings

★★★  
★★  
★

**Higher**  
**Average**  
**Lower**

HMO score is above the average for Utah Medicaid HMOs.  
HMO score is neither higher nor lower than the Utah Medicaid HMO average.  
HMO score is below the average for Utah Medicaid HMOs.

# Well-Child Visits in the First 15 Months of Life

## Medicaid HMOs - 2002 HEDIS

HMO	Data Collection Method	Rate	Statistical Rating
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### Zero Visits (Lower rate is better)

% 0-15 months old infants who had no well-child visit in 2001

Healthy U	Administrative Data	24.3%	★
IHC	Admin+Chart Review	0.2%	★★★
Molina/AFC	Admin+Chart Review	8.4%	★★
United MedChoice	Administrative Data	2.5%	★★★
<b>National Average : 6.7%</b>		<b>State Average : 8.9%</b>	

### One Visit

% 0-15 months old infants who had 1 well-child visit in 2001

Healthy U	Administrative Data	6.7%	Star
IHC	Admin+Chart Review	2.7%	Ratings
Molina/AFC	Admin+Chart Review	5.7%	Not
United MedChoice	Administrative Data	5.1%	Calculated
<b>National Average : 5.2%</b>		<b>State Average : 5.1%</b>	

### Two Visits

% 0-15 months old infants who had 2 well-child visits in 2001

Healthy U	Administrative Data	8.6%	Star
IHC	Admin+Chart Review	3.2%	Ratings
Molina/AFC	Admin+Chart Review	6.0%	Not
United MedChoice	Administrative Data	5.1%	Calculated
<b>National Average : 7.4%</b>		<b>State Average : 5.7%</b>	

### Three Visits

% 0-15 months old infants who had 3 well-child visits in 2001

Healthy U	Administrative Data	8.8%	Star
IHC	Admin+Chart Review	4.4%	Ratings
Molina/AFC	Admin+Chart Review	7.9%	Not
United MedChoice	Administrative Data	9.6%	Calculated
<b>National Average : 10.0%</b>		<b>State Average : 7.7%</b>	

### Four Visits

% 0-15 months old infants who had 4 well-child visits in 2001

Healthy U	Administrative Data	10.6%	Star
IHC	Admin+Chart Review	10.2%	Ratings
Molina/AFC	Admin+Chart Review	10.1%	Not
United MedChoice	Administrative Data	13.9%	Calculated
<b>National Average : 14.7%</b>		<b>State Average : 11.2%</b>	

### Five Visits

% 0-15 months old infants who had 5 well-child visits in 2001

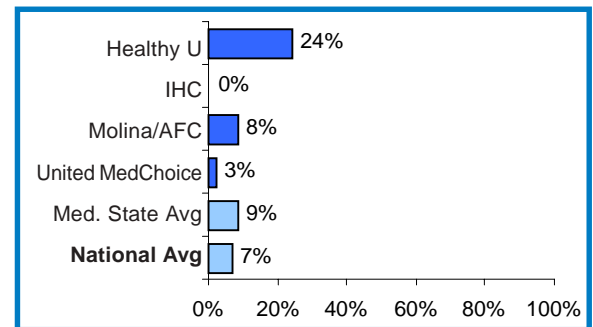
Healthy U	Administrative Data	11.6%	Star
IHC	Admin+Chart Review	17.8%	Ratings
Molina/AFC	Admin+Chart Review	16.1%	Not
United MedChoice	Administrative Data	24.6%	Calculated
<b>National Average : 18.4%</b>		<b>State Average : 17.5%</b>	

### Six or More Visits

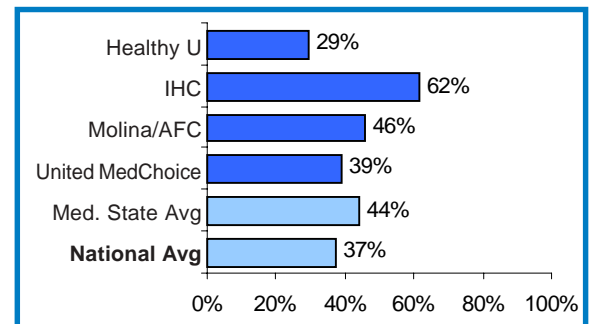
% 0-15 months old infants who had 6 or more well-child visits in 2001

Healthy U	Administrative Data	29.4%	★
IHC	Admin+Chart Review	61.6%	★★★
Molina/AFC	Admin+Chart Review	45.8%	★★
United MedChoice	Administrative Data	39.2%	★
<b>National Average : 37.3%</b>		<b>State Average : 44.0%</b>	

## No Well-child Visit in the First 15 Months of Life



## 6 or More Well-child Visits in the First 15 Months of Life



⇒ Variations across HMOs may be caused by substandard performance OR different data collection methodology among HMOs.

# Children's Access to Preventive Care

## Medicaid HMOs - 2002 HEDIS

HMO	Data Collection Method	Rate	Statistical Rating
<b>Well-child Visits in the 3rd/4th/5th/ &amp; 6th yr of life</b>			
<i>% children aged 3 thru 6 years who had at least one well-child checkup in 2001</i>			
Healthy U	Administrative Data	48.5%	★★
IHC	Administrative Data	49.0%	★★★★
Molina/AFC	Admin+Chart Review	45.5%	★
United MedChoice	Administrative Data	46.3%	★★
<b>National Average: 56.0%</b>		<b>State Average: 47.3%</b>	

### Adolescent Well-Care Visit

*% adolescents aged 12 thru 21 years who had at least one comprehensive well-care visit in 2001*

Healthy U	Administrative Data	25.8%	★
IHC	Admin+Chart Review	39.9%	★★★★
Molina/AFC	Admin+Chart Review	31.6%	★★★★
United MedChoice	Administrative Data	22.5%	★
<b>National Average: 32.6%</b>		<b>State Average: 29.9%</b>	

### Children's Access to Primary Care Providers, 12-24 months

*% children aged 12 thru 24 months who had a visit with a primary care practitioner*

Healthy U	Administrative Data	94.1%	★
IHC	Administrative Data	98.0%	★★★★
Molina/AFC	Administrative Data	91.8%	★
United MedChoice	Administrative Data	96.6%	★★★★
<b>National Average: 90.7%</b>		<b>State Average: 95.1%</b>	

### Children's Access to Primary Care Providers, 25 months-6 years

*% children aged 25 months thru 6 years who had a visit with a primary care practitioner*

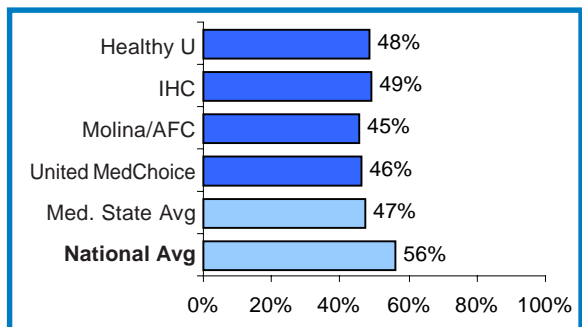
Healthy U	Administrative Data	77.6%	★
IHC	Administrative Data	85.1%	★★★★
Molina/AFC	Administrative Data	81.3%	★
United MedChoice	Administrative Data	84.5%	★★★★
<b>National Average: 79.3%</b>		<b>State Average: 82.1%</b>	

### Children's Access to Primary Care Providers, 7-11 years old

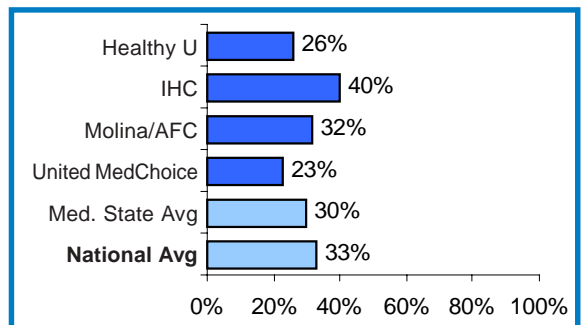
*% children aged 7 thru 11 years who had a visit with a primary care practitioner*

Healthy U	Administrative Data	75.7%	★
IHC	Administrative Data	81.6%	★★
Molina/AFC	Administrative Data	83.4%	★★★★
United MedChoice	Administrative Data	84.8%	★★★★
<b>National Average: 79.3%</b>		<b>State Average: 81.4%</b>	

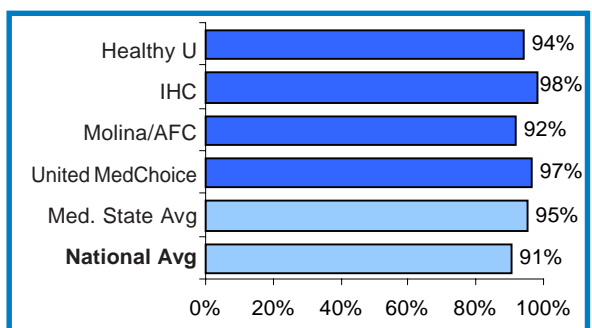
### Well-child Visits in the 3rd/4th/5th/ & 6th Year of Life



### Adolescent Well-care Visit



### Children's Access to Primary Care Providers, 12-24 Months



#### Statistical Ratings

- ★★★★ **Higher** HMO score is above the average for Utah Medicaid HMOs.
- ★★★ **Average** HMO score is neither higher nor lower than the Utah Medicaid HMO average.
- ★ **Lower** HMO score is below the average for Utah Medicaid HMOs.

## Childhood Immunization Status

HMO	Data Collection Method	Rate	Statistical Rating
-----	------------------------	------	--------------------

### DTaP/DT

% children who turned 2 years old in 2001 and had four DTaP/DT by the second birthday

Healthy U	Administrative Data	61.6%	★
IHC	Admin+Chart Review	87.3%	★★★
Molina/AFC	Admin+Chart Review	61.8%	★★
United MedChoice	Admin+Chart Review	69.8%	★★
<b>National Average : 71.2%</b>		<b>State Average : 70.2%</b>	

### IPV/OPV

% children who turned 2 years old in 2001 and had three IPV/OPV by the second birthday

Healthy U	Administrative Data	65.1%	★
IHC	Admin+Chart Review	90.8%	★★★
Molina/AFC	Admin+Chart Review	69.2%	★
United MedChoice	Admin+Chart Review	79.8%	★★★
<b>National Average : 79.1%</b>		<b>State Average : 76.2%</b>	

### MMR

% children who turned 2 years old in 2001 and had one MMR by the second birthday

Healthy U	Administrative Data	84.9%	★★★
IHC	Admin+Chart Review	91.0%	★★★
Molina/AFC	Admin+Chart Review	72.6%	★
United MedChoice	Admin+Chart Review	80.3%	★★
<b>National Average : 83.7%</b>		<b>State Average : 82.2%</b>	

### Hib

% children who turned 2 years old in 2001 and had three H influenza type B by the second birthday

Healthy U	Administrative Data	68.6%	★
IHC	Admin+Chart Review	89.5%	★★★
Molina/AFC	Admin+Chart Review	63.4%	★
United MedChoice	Admin+Chart Review	74.2%	★★
<b>National Average : 75.0%</b>		<b>State Average : 73.9%</b>	

### Hepatitis B

% children who turned 2 years old in 2001 and had three Hepatitis B by the second birthday

Healthy U	Administrative Data	53.5%	★
IHC	Admin+Chart Review	87.1%	★★★
Molina/AFC	Admin+Chart Review	60.9%	★
United MedChoice	Admin+Chart Review	72.7%	★★★
<b>National Average : 75.4%</b>		<b>State Average : 68.6%</b>	

### VZV

% children who turned 2 years old in 2001 and had one chicken pox vaccine by the second birthday

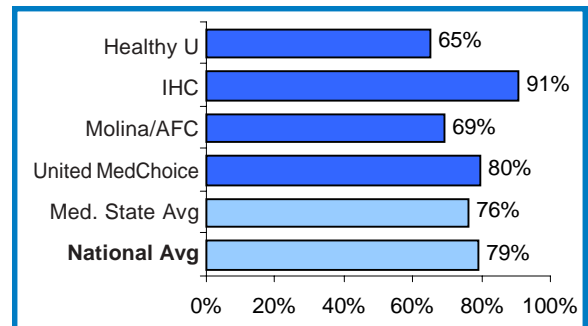
Healthy U	Administrative Data	81.4%	★★★
IHC	Admin+Chart Review	73.0%	★★★
Molina/AFC	Admin+Chart Review	57.2%	★
United MedChoice	Admin+Chart Review	62.8%	★
<b>National Average : 73.6%</b>		<b>State Average : 68.6%</b>	

### Combo 1: DTaP/DT, IPV, MMR, Hib, Hep B

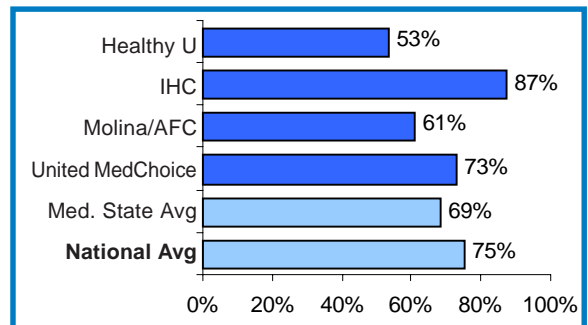
% children who turned 2 years old in 2001 and had 4 DTaP/DT, 4 IPV/OPV, 1 MMR, 3 Hib, and 3 Hepatitis B vaccinations by the second birthday

Healthy U	Administrative Data	36.0%	★
IHC	Admin+Chart Review	76.9%	★★★
Molina/AFC	Admin+Chart Review	47.1%	★
United MedChoice	Admin+Chart Review	50.1%	★★
<b>National Average : 58.9%</b>		<b>State Average : 52.5%</b>	

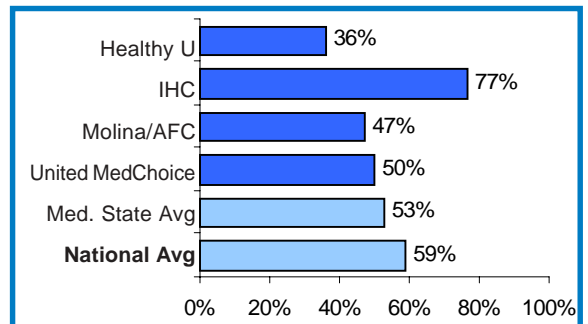
### 3 IPV/OPV Vaccinations by Age 2



### 3 Hepatitis B Vaccinations by Age 2



### Combo 1: 4 DTaP/DT, 4 IPV/OPV, 1 MMR, 3 HiB, & 3 Hepatitis B Vaccinations by Age 2



➡ Variations across HMOs may be caused by substandard performance OR different data collection methodology among HMOs.

# Comprehensive Diabetes Care

HMO	Data Collection Method	Rate	Statistical Rating
<b>Hemoglobin A1c Testing (blood sugar level test)</b>			
% members with diabetes aged 18 thru 75 years who had hemoglobin A1c tested			
Healthy U	Administrative Data	50.9%	★
IHC	Admin+Chart Review	91.2%	★★★
Molina/AFC	Admin+Chart Review	84.1%	★★★
United MedChoice	Admin+Chart Review	67.2%	★
<b>National Average: 71.7%</b>		<b>State Average: 73.3%</b>	

<b>HbA1c Poorly Controlled(&gt;9.5%) (Lower rate is better)</b>			
% members with diabetes aged 18 thru 75 years who had HbA1c poorly controlled (greater than 9.5%)			
Healthy U	Health plan did not report this measure		
IHC	Admin+Chart Review	20.0%	★★★
Molina/AFC	Admin+Chart Review	25.5%	★★★
United MedChoice	Admin+Chart Review	59.9%	★
<b>National Average: 48.3%</b>		<b>State Average: 35.1%</b>	

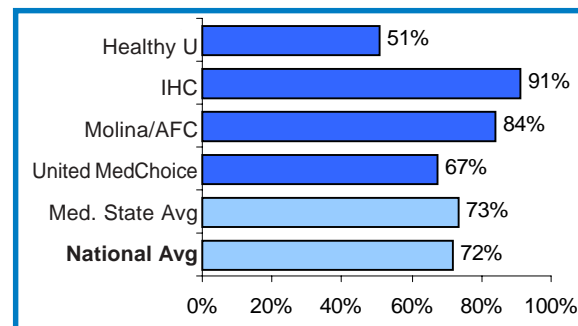
<b>Eye Exam</b>			
% members with diabetes aged 18 thru 75 years who had eye exam (retinal) performed			
Healthy U	Administrative Data	44.1%	★
IHC	Admin+Chart Review	63.5%	★★★
Molina/AFC	Admin+Chart Review	66.4%	★★★
United MedChoice	Admin+Chart Review	54.0%	★★
<b>National Average: 46.4%</b>		<b>State Average: 57.0%</b>	

<b>LDL-C Screening</b>			
% members with diabetes aged 18 thru 75 years who had LDL-C screening performed			
Healthy U	Administrative Data	39.8%	★
IHC	Admin+Chart Review	83.7%	★★★
Molina/AFC	Admin+Chart Review	68.6%	★★★
United MedChoice	Admin+Chart Review	57.4%	★
<b>National Average: 66.6%</b>		<b>State Average: 62.4%</b>	

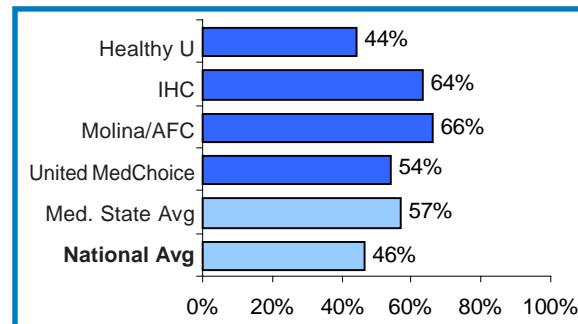
<b>LDL-C Level</b>			
% members with diabetes aged 18 thru 75 years who had LDL-C controlled (LDL less than 130 mg/dL)			
Healthy U	Health plan did not report this measure		
IHC	Admin+Chart Review	56.7%	★★★
Molina/AFC	Admin+Chart Review	47.7%	★★★
United MedChoice	Admin+Chart Review	22.9%	★
<b>National Average: 38.9%</b>		<b>State Average: 42.4%</b>	

<b>Monitoring for Diabetic Nephropathy</b>			
% members with diabetes aged 18 thru 75 years who had kidney disease (nephropathy) monitored			
Healthy U	Administrative Data	57.3%	★★
IHC	Admin+Chart Review	61.3%	★★★
Molina/AFC	Admin+Chart Review	46.8%	★
United MedChoice	Admin+Chart Review	54.0%	★★
<b>National Average: 42.3%</b>		<b>State Average: 54.9%</b>	

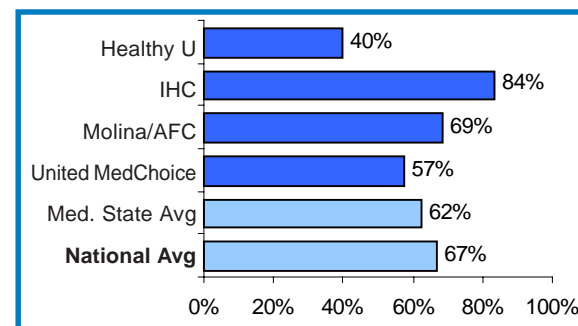
## Hemoglobin A1c Testing



## Eye Exam



## LDL-C Screening



⇒ Variations across HMOs may be caused by substandard performance OR different data collection methodology among HMOs.

Statistical  
Ratings

★★★ **Higher** HMO score is above the average for Utah Medicaid HMOs.  
 ★★ **Average** HMO score is neither higher nor lower than the Utah Medicaid HMO average.  
 ★ **Lower** HMO score is below the average for Utah Medicaid HMOs.

# Overall Satisfaction

## Medicaid HMOs - 2002 Survey General Child Enrollees

HMO	Rate	Statistical Rating
-----	------	--------------------

### Rating of Health Plan

% of people who rated their HMO as 8, 9, or 10 on a 0 to 10 point scale, with 10 being the best

Healthy U	73.8%	★
IHC	80.0%	★★★
Molina/AFC	75.2%	★★
United MedChoice	75.3%	★★
<b>National Average: 69.1%</b>		<b>State Average: 76.1%</b>

### Rating of Health Care

% of people who rated their health care as 8, 9, or 10 on a 0 to 10 point scale, with 10 being the best

Healthy U	76.0%	★
IHC	84.8%	★★★
Molina/AFC	81.5%	★★
United MedChoice	82.3%	★★
<b>National Average: 71.3%</b>		<b>State Average: 81.2%</b>

### Rating of Personal Physician

% of people who rated their personal doctor or nurse as 8, 9, or 10 on a 0 to 10 point scale, with 10 being the best

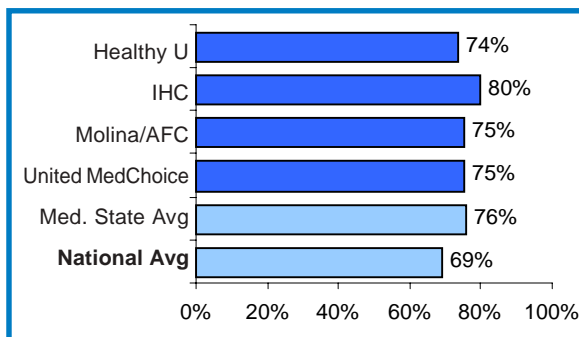
Healthy U	82.3%	★★
IHC	84.0%	★★
Molina/AFC	84.1%	★★
United MedChoice	85.7%	★★
<b>National Average: 76.5%</b>		<b>State Average: 84.0%</b>

### Rating of Specialist

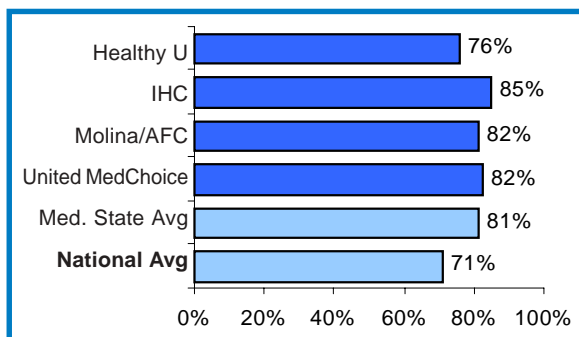
% of people who rated their specialist as 8, 9, or 10 on a 0 to 10 point scale, with 10 being the best

Healthy U	Too few respondents	
IHC	80.7%	★★
Molina/AFC	66.7%	★
United MedChoice	82.9%	★★★
<b>National Average: 75.4%</b>		<b>State Average: 76.8%</b>

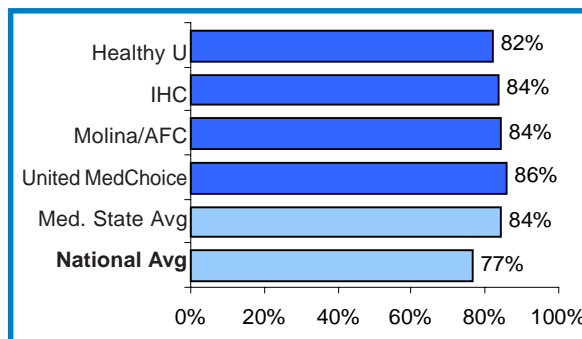
### Rating of Health Plan



### Rating of Health Care



### Rating of Personal Physician



#### Statistical Ratings

- ★★★ **Higher** HMO score is above the average for Utah Medicaid HMOs.
- ★★ **Average** HMO score is neither higher nor lower than the Utah Medicaid HMO average.
- ★ **Lower** HMO score is below the average for Utah Medicaid HMOs.

HMO	Rate	Statistical Rating
-----	------	--------------------

### Getting Care Quickly\*

% of people who said they 'Always' or 'Usually' get timely care

Healthy U	72.7%	★
IHC	86.0%	★★★
Molina/AFC	84.3%	★★
United MedChoice	85.5%	★★★
<b>National Average:</b>	<b>77.2%</b>	<b>State Average: 82.1%</b>

### How Well Doctors Communicate\*

% of people who said they 'Always' or 'Usually' had good communication with their provider

Healthy U	85.5%	★
IHC	93.9%	★★★
Molina/AFC	91.5%	★★
United MedChoice	91.4%	★★
<b>National Average:</b>	<b>85.8%</b>	<b>State Average: 90.6%</b>

### Courteous/Helpful Office Staff\*

% of people who said medical office staff was 'Always' or 'Usually' helpful and courteous

Healthy U	84.1%	★★
IHC	95.5%	★★★
Molina/AFC	91.0%	★★
United MedChoice	91.1%	★★
<b>National Average:</b>	<b>88.2%</b>	<b>State Average: 90.4%</b>

### Getting Needed Care\*

% of people who said getting necessary care was 'Not a Problem'

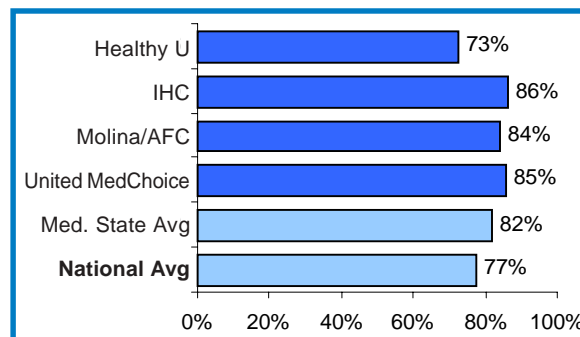
Healthy U	79.6%	★★
IHC	87.9%	★★★
Molina/AFC	83.4%	★★
United MedChoice	84.0%	★★
<b>National Average:</b>	<b>75.4%</b>	<b>State Average: 83.7%</b>

### Customer Service\*

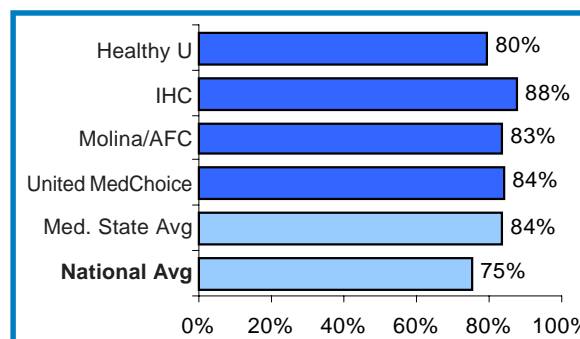
% of people who said getting customer service was 'Not a Problem'

Healthy U	58.5%	★★
IHC	67.1%	★★
Molina/AFC	72.7%	★★
United MedChoice	68.7%	★★
<b>National Average:</b>	<b>67.5%</b>	<b>State Average: 66.8%</b>

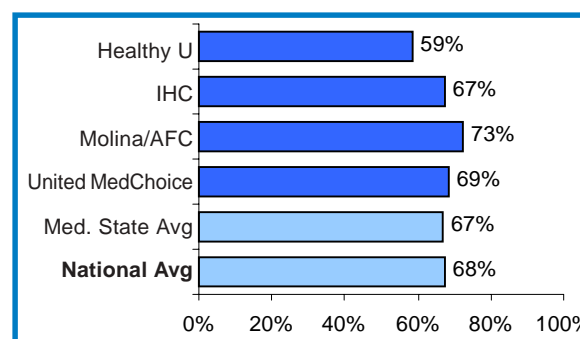
### Getting Care Quickly



### Getting Needed Care



### Customer Service



\* Performance measure is a composite representing one to six questions asked in the survey. For individual questions used for each composite, see pages 30 and 31 of this report. Composite scores are adjusted by the age and health status of each health plan's respondents.

Statistical  
Ratings

★★★ **Higher** HMO score is above the average for Utah Medicaid HMOs.  
★★ **Average** HMO score is neither higher nor lower than the Utah Medicaid HMO average.  
★ **Lower** HMO score is below the average for Utah Medicaid HMOs.

# Overall Satisfaction

## Medicaid HMOs - 2002 Survey Children with Chronic Conditions

HMO	Rate	Statistical Rating
-----	------	--------------------

### Rating of Health Plan

% of people who rated their HMO as 8, 9, or 10 on a 0 to 10 point scale, with 10 being the best

Healthy U	Too few respondents	
IHC	72.0%	★★
Molina/AFC	69.5%	★★
United MedChoice	69.9%	★★
<b>National Average: 69.1%</b>	<b>State Average: 70.5%</b>	

### Rating of Health Care

% of people who rated their health care as 8, 9, or 10 on a 0 to 10 point scale, with 10 being the best

Healthy U	Too few respondents	
IHC	78.9%	★★
Molina/AFC	79.8%	★★
United MedChoice	77.3%	★★
<b>National Average: 71.3%</b>	<b>State Average: 78.7%</b>	

### Rating of Personal Physician

% of people who rated their personal doctor or nurse as 8, 9, or 10 on a 0 to 10 point scale, with 10 being the best

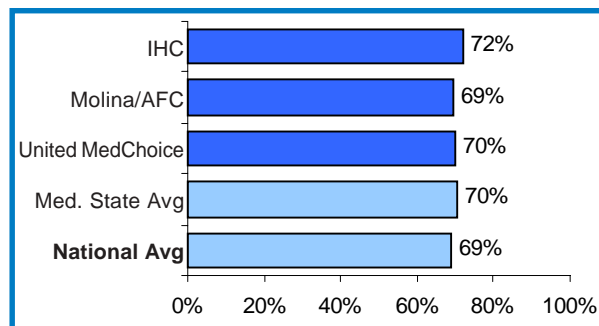
Healthy U	Too few respondents	
IHC	83.0%	★★
Molina/AFC	81.9%	★
United MedChoice	90.2%	★★★
<b>National Average: 76.5%</b>	<b>State Average: 85.0%</b>	

### Rating of Specialist

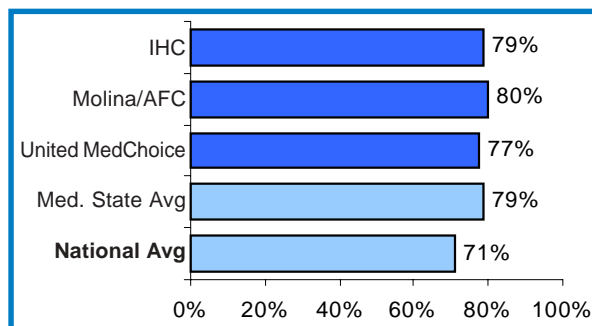
% of people who rated their specialist as 8, 9, or 10 on a 0 to 10 point scale, with 10 being the best

Healthy U	Too few respondents	
IHC	77.8%	★★★
Molina/AFC	60.0%	★
United MedChoice	78.4%	★★★
<b>National Average: 75.4%</b>	<b>State Average: 72.1%</b>	

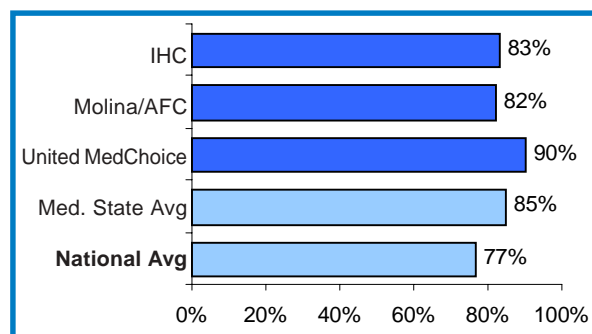
### Rating of Health Plan



### Rating of Health Care



### Rating of Personal Physician



#### Statistical Ratings

- ★★★ **Higher** HMO score is above the average for Utah Medicaid HMOs.
- ★★ **Average** HMO score is neither higher nor lower than the Utah Medicaid HMO average.
- ★ **Lower** HMO score is below the average for Utah Medicaid HMOs.

# Quality of Access and Care

## Medicaid HMOs - 2002 Survey Children with Chronic Conditions

HMO	Rate	Statistical Rating
-----	------	--------------------

### Getting Care Quickly\*

% of people who said they 'Always' or 'Usually' get timely care

Healthy U	Too few respondents	
IHC	85.6%	★★★
Molina/AFC	81.1%	★★
United MedChoice	85.6%	★★★
<b>National Average: 77.2%</b>		<b>State Average: 84.1%</b>

### How Well Doctors Communicate\*

% of people who said they 'Always' or 'Usually' had good communication with their provider

Healthy U	Too few respondents	
IHC	93.0%	★★
Molina/AFC	90.7%	★★
United MedChoice	92.0%	★★
<b>National Average: 85.8%</b>		<b>State Average: 91.9%</b>

### Courteous/Helpful Office Staff\*

% of people who said medical office staff was 'Always' or 'Usually' helpful and courteous

Healthy U	Too few respondents	
IHC	93.9%	★★
Molina/AFC	87.9%	★★
United MedChoice	89.5%	★★
<b>National Average: 88.2%</b>		<b>State Average: 90.5%</b>

### Getting Needed Care\*

% of people who said getting necessary care was 'Not a Problem'

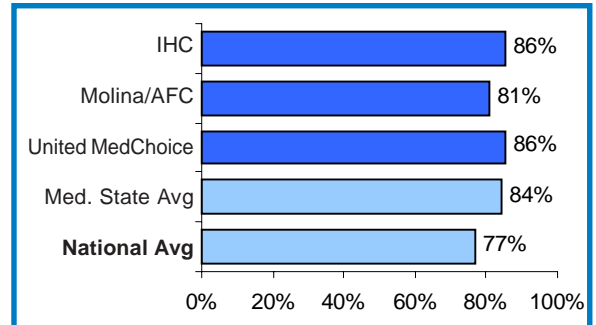
Healthy U	Too few respondents	
IHC	84.9%	★★★
Molina/AFC	78.3%	★★
United MedChoice	81.3%	★★
<b>National Average: 75.4%</b>		<b>State Average: 81.5%</b>

### Customer Service\*

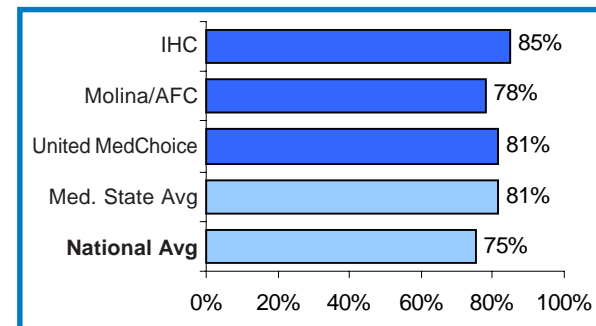
% of people who said getting customer service was 'Not a Problem'

Healthy U	Too few respondents	
IHC	61.5%	★★
Molina/AFC	64.8%	★★
United MedChoice	55.8%	★★
<b>National Average: 67.5%</b>		<b>State Average: 60.7%</b>

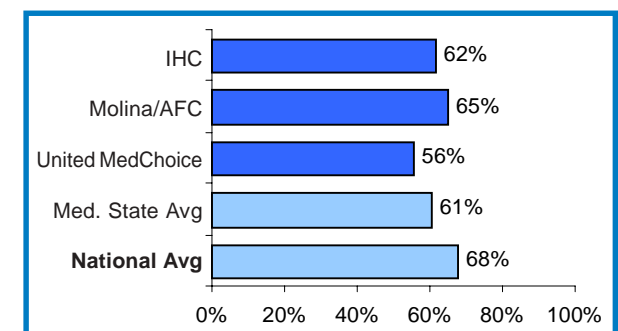
### Getting Care Quickly



### Getting Needed Care



### Customer Service



\* Performance measure is a composite representing one to six questions asked in the survey. For individual questions used for each composite, see pages 30 and 31 of this report. Composite scores are adjusted by the age and health status of each health plan's respondents.

Statistical  
Ratings

★★★ **Higher** HMO score is above the average for Utah Medicaid HMOs.  
 ★★ **Average** HMO score is neither higher nor lower than the Utah Medicaid HMO average.  
 ★ **Lower** HMO score is below the average for Utah Medicaid HMOs.

# Quality of Special Services<sup>1</sup>

## Medicaid HMOs - 2002 Survey Children with Chronic Conditions

HMO	Rate	Statistical Rating
-----	------	--------------------

### Family Centered Care: Shared Decision Making\*

% of people who said they were 'Always' or 'Usually' involved in decision making for their child

Healthy U	Too few respondents	
IHC	85.0%	★★★
Molina/AFC	78.9%	★★
United MedChoice	82.1%	★★
<b>State Average</b>	<b>82.0%</b>	

### Family Centered Care: Getting Needed Information\*

% of people who said they 'Always' or 'Usually' received information they wanted from their provider

Healthy U	Too few respondents	
IHC	87.5%	★★
Molina/AFC	82.4%	★★
United MedChoice	86.6%	★★
<b>State Average</b>	<b>85.5%</b>	

### Access to Specialized Services\*

% of people who said getting specialized services was 'Not a Problem'

Healthy U	Too few respondents	
IHC	65.5%	★★
Molina/AFC	66.5%	★★
United MedChoice	60.5%	★★
<b>State Average</b>	<b>64.2%</b>	

### Family Centered Care: Personal Doctor or Nurse Who Knows Your Child\*

% of people who said 'Yes' to questions asking if their provider knew about their child

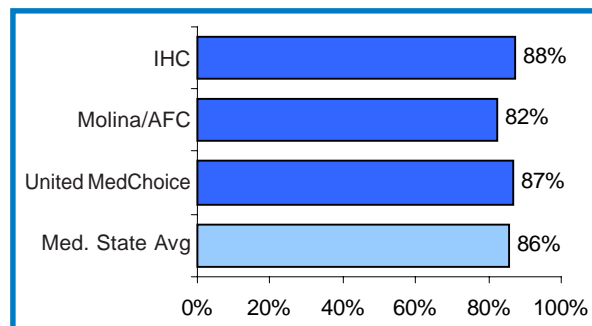
Healthy U	Too few respondents	
IHC	91.1%	★★
Molina/AFC	87.6%	★★
United MedChoice	91.3%	★★
<b>State Average</b>	<b>90.0%</b>	

### Coordination of Care\*

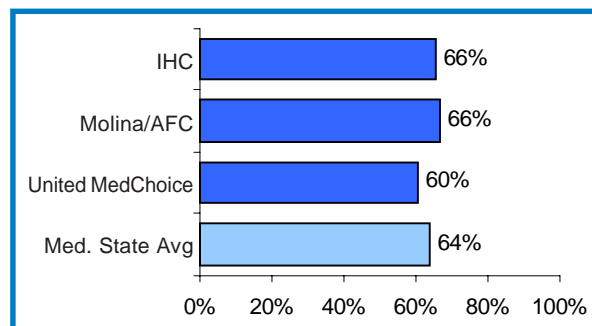
% of people who said 'Yes' to questions asking if their providers properly coordinated care for their child

Healthy U	Too few respondents	
IHC	73.1%	★★
Molina/AFC	73.1%	★★
United MedChoice	74.3%	★★
<b>State Average</b>	<b>73.5%</b>	

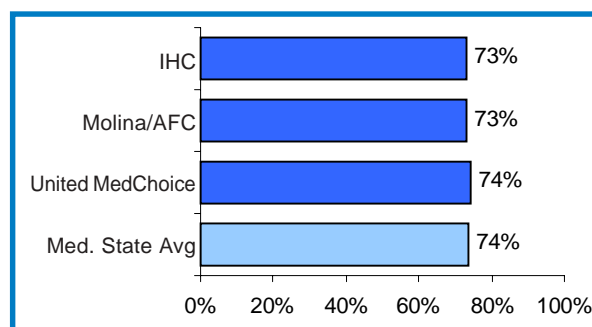
### Family Centered Care: Getting Needed Information



### Access to Specialized Services



### Coordination of Care (%yes)



\* Performance measure is a composite representing one to six questions asked in the survey. For individual questions used for each composite, see pages 30 and 31 of this report. Composite scores are adjusted by the age and health status of each health plan's respondents.

1. National averages for these measures are not available.

#### Statistical Ratings

- ★★★ **Higher** HMO score is above the average for Utah Medicaid HMOs.
- ★★ **Average** HMO score is neither higher nor lower than the Utah Medicaid HMO average.
- ★ **Lower** HMO score is below the average for Utah Medicaid HMOs.

# Utah Commercial HMOs

## Organization of this section

Pages 17-22 — Findings from 2002 HEDIS (reporting year: 2001)

Pages 23-24 — Results of 2002 HMO Enrollee Satisfaction Survey for General Child Enrollees

Pages 25-27 — Results of 2002 HMO Enrollee Satisfaction Survey for Children with Chronic Conditions

## About Utah Commercial HMOs

	Altius	Cigna	IHC	RBCBSU	UHC
<b>Counties served by HMO</b>	Box Elder/Cache/ Carbon/Davis/Juab/ Morgan/Salt Lake/San Juan/Sanpete/Summit/ Tooele/Uintah/ Utah/Wasatch/ Washington/Weber	Box Elder/Davis/ Emery/Juab/ Millard/Morgan/ Salt Lake/Sanpete/ Sevier/Summit/ Tooele/Utah/ Wasatch/Weber	<b>IHC Care:</b> All Counties Except Grand/San Juan <b>IHC SelectMed:</b> All Counties Except Carbon/Daggett/ Emery/Grand/Kane/ Rich/San Juan/ Uintah/Washington	Davis/ Salt Lake/ Summit/ Tooele/Utah/ Wasatch	Beaver/Box Elder/ Cache/Carbon/Davis/ Juab/Morgan/Salt Lake/Sanpete/ Summit/ Tooele/Uintah/ Utah/Wasatch/ Washington/Weber
<b>Monthly enrollment as of January 2002</b>	130,021	34,386	496,000	26,517	85,497
<b>Primary Care Providers - completed residency</b>	98.6%	Not Reported	96.0%	100.0%	91.5%
<b>Primary Care Providers - board certified</b>	88.4%	86.5%	86.2%	46.6%	91.5%
<b>Obstetricians/Gynecologists - completed residency</b>	100.0%	Not Reported	94.6%	100.0%	Not Reported
<b>Obstetricians/Gynecologists - board certified</b>	89.0%	82.6%	86.9%	40.6%	81.0%
<b>Pediatrician - completed residency</b>	100.0%	Not Reported	92.7%	100.0%	Not Reported
<b>Pediatrician - board certified</b>	71.8%	74.5%	89.9%	50.0%	77.8%

## About 2002 Survey

	Altius	Cigna	IHC	RBCBSU	UHC
<b>Response Rate</b>	<b>53.7%</b>	<b>47.2%</b>	<b>53.8%</b>	<b>52.9%</b>	<b>43.5%</b>
<b>Total Respondents - General Child Population</b>	<b>424</b>	<b>382</b>	<b>438</b>	<b>422</b>	<b>345</b>
<b>Total Respondents - Children with Chronic Conditions</b>	<b>352</b>	<b>85</b>	<b>398</b>	<b>82</b>	<b>161</b>

## Statistical Ratings

Stars compare each HMO's score to **the average for Utah commercial HMOs**. Three stars indicate that an HMO's performance on a particular measure is significantly above the state average, while one star represents that an HMO's performance is significantly below the state average. The difference between HMO's score and the state average is statistically significant at 95% confidence level. Two stars indicate that an HMO's performance on a particular measure is not significantly different from the state average.

- ★★★ **Higher** HMO score is above the average for Utah Commercial HMOs.
- ★★ **Average** HMO score is neither higher nor lower than the Utah Commercial HMO average.
- ★ **Lower** HMO score is below the average for Utah Commercial HMOs.

\* State and National Averages used in this section represent averages for commercial HMOs only.

# Preventive Care for Adults

HMO	Data Collection Method	Rate	Statistical rating
-----	------------------------	------	--------------------

## Breast Cancer Screening

% women aged 50-69 who had a mammogram within the past 2 years

Altius	Admin+Chart Review	68.7%	★★
Cigna	Admin+Chart Review	71.1%	★★★
IHC	Admin+Chart Review	71.3%	★★★
RBCBSU	Administrative Data	61.3%	★
UHC	Administrative Data	65.7%	★
<b>National Average : 75.4%</b>		<b>State Average : 67.6%</b>	

## Cervical Cancer Screening

% women aged 18-64 who received at least one or more Pap tests during 1999-2001

Altius	Admin+Chart Review	69.3%	★
Cigna	Admin+Chart Review	73.1%	★★
IHC	Admin+Chart Review	81.5%	★★★
RBCBSU	Administrative Data	67.9%	★
UHC	Administrative Data	73.6%	★★
<b>National Average : 79.9%</b>		<b>State Average : 73.1%</b>	

## Chlamydia Screening in Women

% sexually active women aged 16-26 years who had at least one test for chlamydia in 2001

Altius	Admin+Chart Review	14.7%	★★★
Cigna	Administrative Data	13.0%	★★★
IHC	Administrative Data	7.7%	★
RBCBSU	Administrative Data	9.9%	★
UHC	Administrative Data	14.5%	★★★
<b>National Average : 23.3%</b>		<b>State Average : 12.0%</b>	

## Adults' Access to Preventive Care (20-44)

% adults aged 20-44 years who had an ambulatory or preventive care visit

Altius	Administrative Data	90.3%	★
Cigna	Administrative Data	92.8%	★★★
IHC	Administrative Data	91.0%	★★
RBCBSU	Administrative Data	89.1%	★
UHC	Administrative Data	90.8%	★★
<b>National Average : 91.7%</b>		<b>State Average : 90.8%</b>	

## Adults' Access to Preventive Care (45-64)

% adults aged 45-64 years who had an ambulatory or preventive care visit

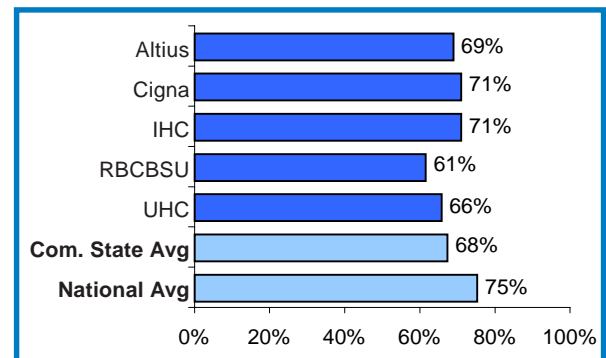
Altius	Administrative Data	95.4%	★★★
Cigna	Administrative Data	94.1%	★★
IHC	Administrative Data	94.9%	★★★
RBCBSU	Administrative Data	92.1%	★
UHC	Administrative Data	94.1%	★★
<b>National Average : 93.8%</b>		<b>State Average : 94.1%</b>	

## Adults' Access to Preventive Care (65+)

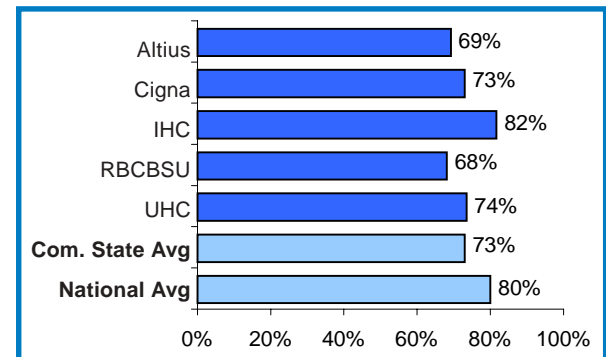
% adults aged 65 or older who had an ambulatory or preventive care visit

Altius	Administrative Data	97.6%	★★★
Cigna	Administrative Data	97.9%	★★★
IHC	Administrative Data	97.2%	★★★
RBCBSU	Administrative Data	94.7%	★
UHC	Administrative Data	95.3%	★
<b>National Average : 94.7%</b>		<b>State Average : 96.6%</b>	

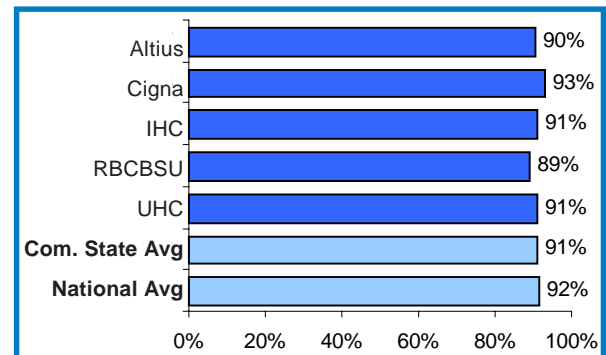
## Breast Cancer Screening



## Cervical Cancer Screening



## Adults' Access to Preventive Care (20-44 years)



⇒ Variations across HMOs may be caused by substandard performance OR different data collection methodology among HMOs.

# Prenatal/Postpartum Care & Childbirth

## Commercial HMOs - 2002 HEDIS

HMO	Data Collection Method	Rate	Statistical Rating
-----	------------------------	------	--------------------

### Timeliness of Prenatal Care

% pregnant women who had a prenatal care visit in the first trimester or within 42 days of enrollment in the plan

Altius	Admin+Chart Review	73.8%	★★★
Cigna	Admin+Chart Review	83.2%	★★★
IHC	Admin+Chart Review	94.2%	★★★
RBCBSU	Administrative Data	18.5%	★
UHC	Admin+Chart Review	60.4%	★
<b>National Average : 85.1%</b>		<b>State Average : 66.0%</b>	

### Postpartum Care

% new mothers who received a checkup between 21 and 56 days after delivery

Altius	Admin+Chart Review	70.3%	★★★
Cigna	Admin+Chart Review	77.0%	★★★
IHC	Admin+Chart Review	80.8%	★★★
RBCBSU	Administrative Data	48.0%	★
UHC	Admin+Chart Review	63.7%	★
<b>National Average : 76.9%</b>		<b>State Average : 68.0%</b>	

### Cesarean Section Rate\* (Lower rate is better)

% births delivered by C-section, a procedure for surgical delivery

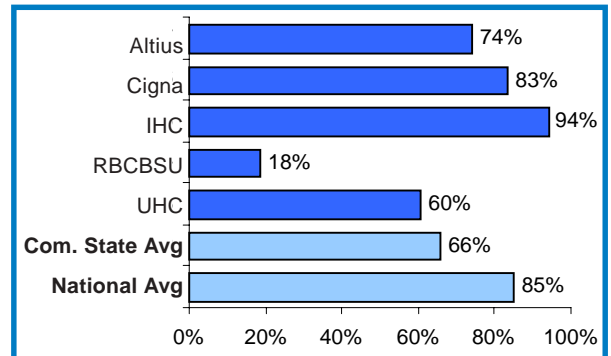
Altius	Admin+Chart Review	18.3%	★
Cigna	Admin+Chart Review	15.1%	★★★
IHC	Admin+Chart Review	17.0%	★★
RBCBSU	Administrative Data	14.2%	★★★
UHC	Admin+Chart Review	17.3%	★
<b>National Average : 25.7%</b>		<b>State Average : 16.4%</b>	

### Vaginal Delivery After Cesarean Section Rate

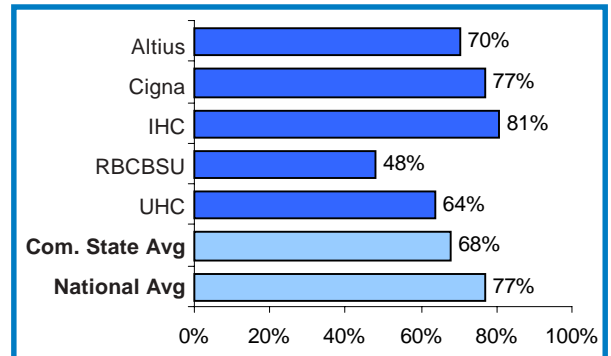
% vaginal births after previously having a C-section

Altius	Admin+Chart Review	23.8%	★★
Cigna	Admin+Chart Review	9.1%	★
IHC	Admin+Chart Review	28.8%	★★★
RBCBSU	Administrative Data	36.8%	★★★
UHC	Admin+Chart Review	29.5%	★★★
<b>National Average : 25.8%</b>		<b>State Average : 25.6%</b>	

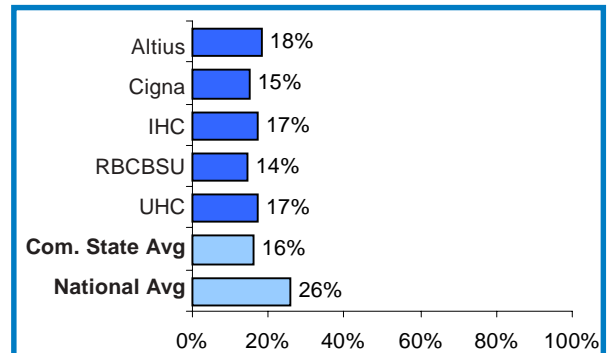
### Timeliness of Prenatal Care



### Postpartum Care



### Cesarean Section Rate\*



\* Cesarean sections can be lifesaving for mother or baby when performed appropriately. However, C-sections result in longer hospital stays, recovery times, and higher costs. This procedure should not be used solely for the convenience of doctor or patient. High C-section rates may indicate unnecessary procedures are being performed and should prompt further investigation to determine if that is true.

Statistical  
Ratings

★★★ **Higher** HMO score is above the average for Utah commercial HMOs.  
 ★★ **Average** HMO score is neither higher nor lower than the Utah commercial HMO average.  
 ★ **Lower** HMO score is below the average for Utah commercial HMOs.

# Well-Child Visits in the First 15 Months of Life

## Commercial HMOs - 2002 HEDIS

HMO	Data Collection Method	Rate	Statistical Rating
-----	------------------------	------	--------------------

**Zero Visits:** % 0-15 months old infants who had no well-child visit in 2001  
(Lower rate is better)

Altius	Administrative Data	4.4%	★
Cigna	Administrative Data	6.1%	★
IHC	Admin+Chart Review	0.5%	★★★★
RBCBSU	Administrative Data	2.1%	★★★★
UHC	Administrative Data	3.6%	★★
<b>National Average : 4.0%</b>		<b>State Average : 3.3%</b>	

**One Visit:** % 0-15 months old infants who had 1 well-child visit in 2001

Altius	Administrative Data	1.8%	Star
Cigna	Administrative Data	6.1%	Ratings
IHC	Admin+Chart Review	1.0%	Not
RBCBSU	Administrative Data	3.8%	Calculated
UHC	Administrative Data	3.1%	
<b>National Average : 2.9%</b>		<b>State Average : 3.1%</b>	

**Two Visits:** % 0-15 months old infants who had 2 well-child visits in 2001

Altius	Administrative Data	3.1%	Star
Cigna	Administrative Data	2.6%	Ratings
IHC	Admin+Chart Review	2.7%	Not
RBCBSU	Administrative Data	3.8%	Calculated
UHC	Administrative Data	3.2%	
<b>National Average : 3.3%</b>		<b>State Average : 3.1%</b>	

**Three Visits:** % 0-15 months old infants who had 3 well-child visits in 2001

Altius	Administrative Data	5.1%	Star
Cigna	Administrative Data	4.0%	Ratings
IHC	Admin+Chart Review	2.9%	Not
RBCBSU	Administrative Data	7.4%	Calculated
UHC	Administrative Data	4.4%	
<b>National Average : 4.8%</b>		<b>State Average : 4.7%</b>	

**Four Visits:** % 0-15 months old infants who had 4 well-child visits in 2001

Altius	Administrative Data	5.8%	Star
Cigna	Administrative Data	11.1%	Ratings
IHC	Admin+Chart Review	7.8%	Not
RBCBSU	Administrative Data	12.1%	Calculated
UHC	Administrative Data	10.4%	
<b>National Average : 8.7%</b>		<b>State Average : 9.4%</b>	

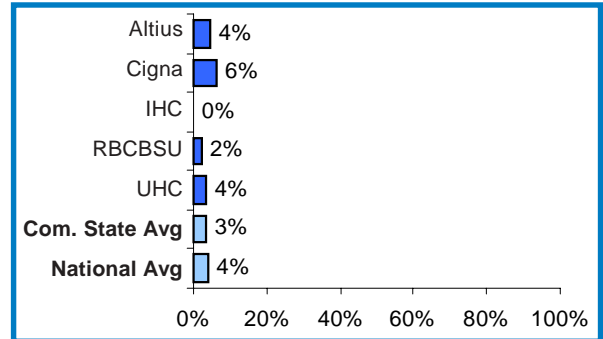
**Five Visits:** % 0-15 months old infants who had 5 well-child visits in 2001

Altius	Administrative Data	22.0%	Star
Cigna	Administrative Data	30.3%	Ratings
IHC	Admin+Chart Review	20.7%	Not
RBCBSU	Administrative Data	25.0%	Calculated
UHC	Administrative Data	24.0%	
<b>National Average : 16.8%</b>		<b>State Average : 24.4%</b>	

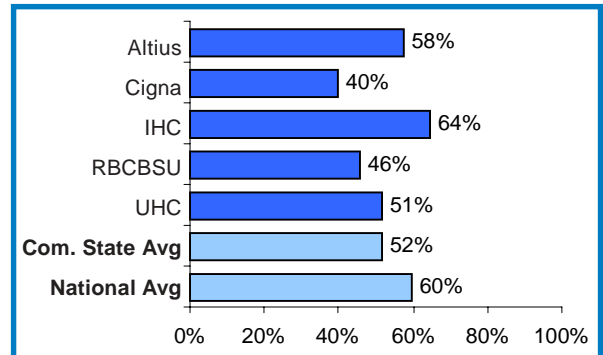
**Six or More Visits:** % 0-15 months old infants who had 6 or more well-child visits in 2001

Altius	Administrative Data	57.8%	★★★★
Cigna	Administrative Data	39.8%	★
IHC	Admin+Chart Review	64.5%	★★★★
RBCBSU	Administrative Data	45.9%	★
UHC	Administrative Data	51.4%	★★
<b>National Average : 59.6%</b>		<b>State Average : 51.9%</b>	

### No Well-child Visit in the First 15 Months of Life



### 6 or More Well-child Visits in the First 15 Months of Life



⇒ Variations across HMOs may be caused by substandard performance OR different data collection methodology among HMOs.

# Children's Access to Preventive Care

## Commercial HMOs - 2002 HEDIS

HMO	Data Collection Method	Rate	Statistical Rating
-----	------------------------	------	--------------------

### Well-child Visits in the 3rd/4th/5th/6th yr of life

% children aged 3 thru 6 years who had at least one well-child checkup in 2001

Altius	Administrative Data	50.6%	★★★
Cigna	Administrative Data	39.4%	★
IHC	Administrative Data	40.4%	★
RBCBSU	Administrative Data	40.9%	★
UHC	Administrative Data	40.4%	★
<b>National Average : 57.5%</b>		<b>State Average : 42.3%</b>	

### Adolescent Well-Care Visit

% adolescents aged 12 thru 21 years who had at least one comprehensive well-care visit in 2001

Altius	Administrative Data	33.0%	★★★
Cigna	Administrative Data	14.5%	★
IHC	Admin+Chart Review	27.7%	★★★
RBCBSU	Administrative Data	15.7%	★
UHC	Administrative Data	17.4%	★
<b>National Average : 33.2%</b>		<b>State Average : 21.7%</b>	

### Children's Access to Primary Care Providers, 12-24 months

% children aged 12 thru 24 months who had a visit with a primary care practitioner

Altius	Admin+Chart Review	96.8%	★★★
Cigna	Administrative Data	95.9%	★
IHC	Administrative Data	96.4%	★★
RBCBSU	Administrative Data	96.0%	★★
UHC	Administrative Data	96.6%	★★
<b>National Average : 95.2%</b>		<b>State Average : 96.3%</b>	

### Children's Access to Primary Care Providers, 25 months-6 years

% children aged 25 months thru 6 years who had a visit with a primary care practitioner

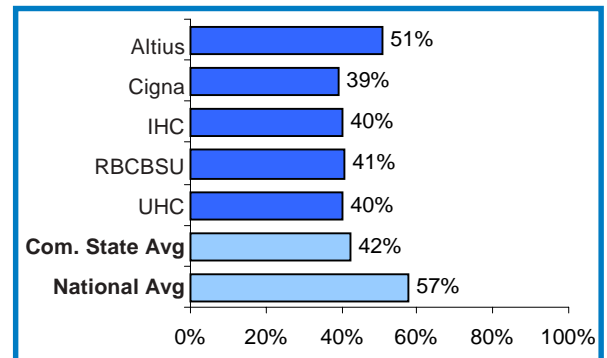
Altius	Admin+Chart Review	79.8%	★★★
Cigna	Administrative Data	78.6%	★
IHC	Administrative Data	79.7%	★★
RBCBSU	Administrative Data	78.2%	★
UHC	Administrative Data	80.6%	★★★
<b>National Average : 85.8%</b>		<b>State Average : 79.4%</b>	

### Children's Access to Primary Care Providers, 7-11 years old

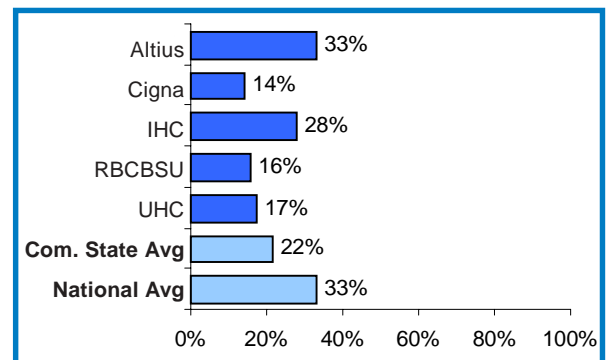
% children aged 7 thru 11 years who had a visit with a primary care practitioner

Altius	Admin+Chart Review	79.1%	★★★
Cigna	Administrative Data	75.3%	★
IHC	Administrative Data	75.3%	★
RBCBSU	Administrative Data	75.4%	★
UHC	Administrative Data	77.0%	★★★
<b>National Average : 85.8%</b>		<b>State Average : 76.4%</b>	

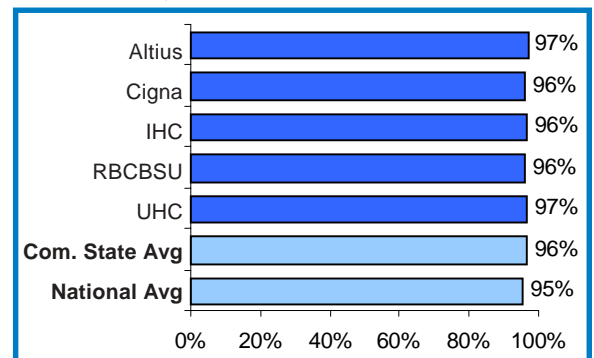
### Well-child Visits in the 3rd/4th/5th/6th Year of Life



### Adolescent Well-Care Visit



### Children's Access to Primary Care Providers, 12-24 Months



Statistical  
Ratings

- ★★★ **Higher** HMO score is above the average for Utah commercial HMOs.
- ★★ **Average** HMO score is neither higher nor lower than the Utah commercial HMO average.
- ★ **Lower** HMO score is below the average for Utah commercial HMOs.

# Childhood Immunization Status

HMO	Data Collection Method	Rate	Statistical Rating
<b>DTaP/DT</b>			
% children who turned 2 years old in 2001 and had four DTaP/DT by the second birthday			
Altius	Admin+Chart Review	73.6%	★★
Cigna	Admin+Chart Review	74.7%	★★★
IHC	Admin+Chart Review	87.8%	★★★
RBCBSU	Administrative Data	49.6%	★
UHC	Admin+Chart Review	73.7%	★★
<b>National Average : 81.4%</b>		<b>State Average : 71.9%</b>	

<b>IPV/OPV</b>			
% children who turned 2 years old in 2001 and had three IPV/OPV by the second birthday			
Altius	Admin+Chart Review	77.4%	★★★
Cigna	Admin+Chart Review	77.1%	★★★
IHC	Admin+Chart Review	90.0%	★★★
RBCBSU	Administrative Data	52.2%	★
UHC	Admin+Chart Review	77.6%	★★★
<b>National Average : 85.3%</b>		<b>State Average : 74.9%</b>	

<b>MMR</b>			
% children who turned 2 years old in 2001 and had one MMR by the second birthday			
Altius	Admin+Chart Review	86.9%	★★
Cigna	Admin+Chart Review	86.6%	★★
IHC	Admin+Chart Review	92.2%	★★★
RBCBSU	Administrative Data	79.5%	★
UHC	Admin+Chart Review	82.7%	★
<b>National Average : 89.4%</b>		<b>State Average : 85.6%</b>	

<b>Hib</b>			
% children who turned 2 years old in 2001 and had three H influenza type B by the second birthday			
Altius	Admin+Chart Review	77.8%	★★★
Cigna	Admin+Chart Review	78.3%	★★★
IHC	Admin+Chart Review	88.8%	★★★
RBCBSU	Administrative Data	51.6%	★
UHC	Admin+Chart Review	77.6%	★★★
<b>National Average : 83.2%</b>		<b>State Average : 74.8%</b>	

<b>Hepatitis B</b>			
% children who turned 2 years old in 2001 and had three Hepatitis B by the second birthday			
Altius	Admin+Chart Review	72.9%	★★★
Cigna	Admin+Chart Review	59.4%	★
IHC	Admin+Chart Review	84.9%	★★★
RBCBSU	Administrative Data	35.7%	★
UHC	Admin+Chart Review	69.1%	★★★
<b>National Average : 79.7%</b>		<b>State Average : 64.4%</b>	

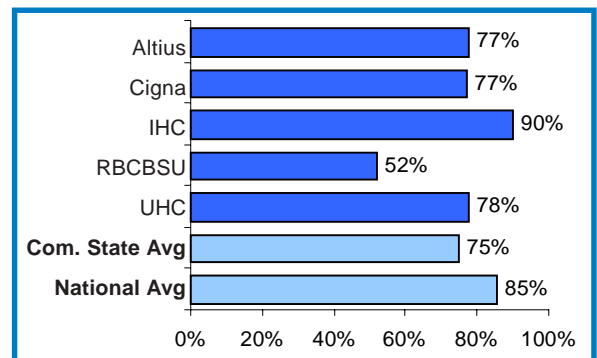
<b>VZV</b>			
% children who turned 2 years old in 2001 and had one chicken pox vaccine by the second birthday			
Altius	Admin+Chart Review	72.1%	★★★
Cigna	Admin+Chart Review	70.1%	★★
IHC	Admin+Chart Review	74.2%	★★★
RBCBSU	Administrative Data	62.0%	★
UHC	Admin+Chart Review	65.0%	★
<b>National Average : 75.2%</b>		<b>State Average : 68.7%</b>	

## Combo 1: DTaP/DT, IPV, MMR, Hib, Hep B

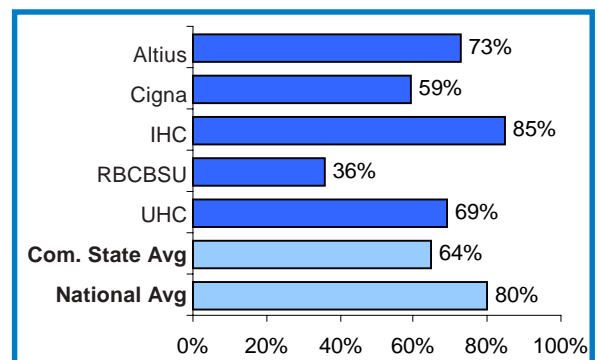
% children who turned 2 years old in 2001 and had 4 DTaP/DT, 4 IPV/OPV, 1 MMR, 3 Hib, and 3 Hepatitis B vaccinations by the second birthday

Altius	Admin+Chart Review	57.9%	★★★
Cigna	Admin+Chart Review	52.6%	★★
IHC	Admin+Chart Review	76.2%	★★★
RBCBSU	Administrative Data	19.5%	★
UHC	Admin+Chart Review	54.3%	★★★
<b>National Average : 67.9%</b>		<b>State Average : 52.1%</b>	

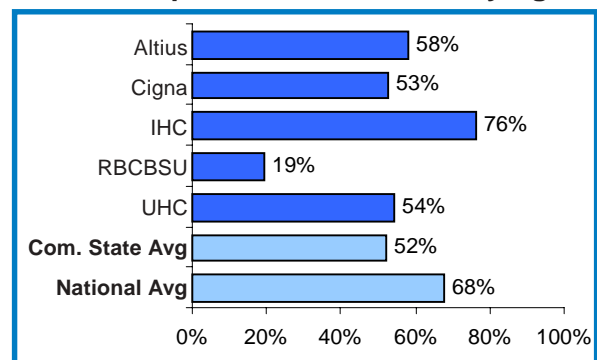
## 3 IPV/OPV Vaccinations by Age 2



## 3 Hepatitis B Vaccinations by Age 2



## Combo 1: 4 DTaP/DT, 4 IPV/OPV, 1 MMR, 3 Hib, & 3 Hepatitis B Vaccinations by Age 2



⇒ Variations across HMOs may be caused by substandard performance OR different data collection methodology among HMOs.

HMO	Data Collection Method	Rate	Statistical Rating
-----	------------------------	------	--------------------

## Hemoglobin A1c Testing (blood sugar level test)

% members with diabetes aged 18 thru 75 years who had hemoglobin A1c tested

Altius	Admin+Chart Review	82.0%	★★★
Cigna	Admin+Chart Review	76.6%	★★
IHC	Admin+Chart Review	91.0%	★★★
RBCBSU	Administrative Data	57.5%	★
UHC	Admin+Chart Review	74.2%	★
<b>National Average : 81.4%</b>		<b>State Average : 76.3%</b>	

## HbA1c Poorly Controlled(>9.5%) (Lower rate is better)

% members with diabetes aged 18 thru 75 years who had HbA1c poorly controlled (greater than 9.5%)

Altius	Admin+Chart Review	39.2%	★★★
Cigna	Admin+Chart Review	73.0%	★
IHC	Admin+Chart Review	19.2%	★★★
RBCBSU	Health plan did not report this measure		
UHC	Admin+Chart Review	66.7%	★
<b>National Average : 36.9%</b>		<b>State Average : 49.5%</b>	

## Eye Exam

% members with diabetes aged 18 thru 75 years who had eye exam (retinal) performed

Altius	Admin+Chart Review	46.3%	★★★
Cigna	Admin+Chart Review	36.0%	★
IHC	Admin+Chart Review	64.0%	★★★
RBCBSU	Administrative Data	22.5%	★
UHC	Admin+Chart Review	40.9%	★★
<b>National Average : 52.0%</b>		<b>State Average : 41.9%</b>	

## LDL-C Screening

% members with diabetes aged 18 thru 75 years who had LDL-C screening performed

Altius	Admin+Chart Review	77.9%	★★★
Cigna	Admin+Chart Review	69.6%	★
IHC	Admin+Chart Review	87.8%	★★★
RBCBSU	Administrative Data	65.0%	★
UHC	Admin+Chart Review	69.6%	★
<b>National Average : 81.4%</b>		<b>State Average : 74.0%</b>	

## LDL-C Level

% members with diabetes aged 18 thru 75 years who had LDL-C controlled (LDL less than 130 mg/dL)

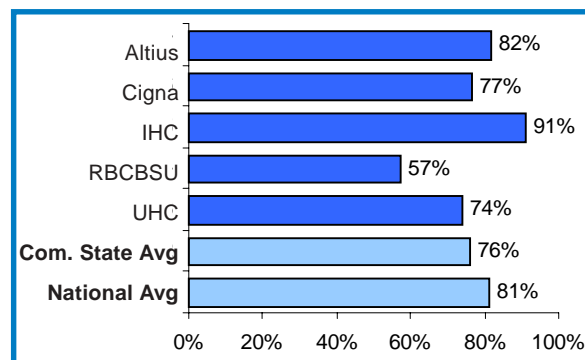
Altius	Admin+Chart Review	51.2%	★★★
Cigna	Admin+Chart Review	35.0%	★
IHC	Admin+Chart Review	65.5%	★★★
RBCBSU	Health plan did not report this measure		
UHC	Admin+Chart Review	25.3%	★
<b>National Average : 49.8%</b>		<b>State Average : 44.2%</b>	

## Monitoring for Diabetic Nephropathy

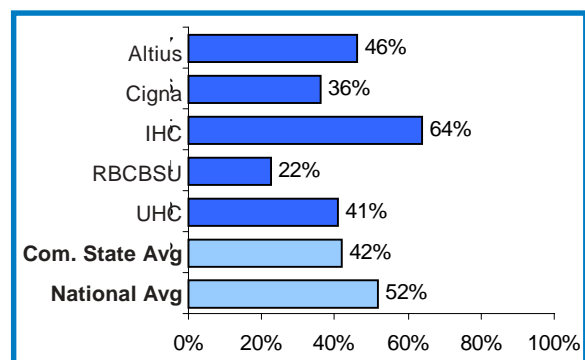
% members with diabetes aged 18 thru 75 years who had kidney disease (nephropathy) monitored

Altius	Admin+Chart Review	49.5%	★★★
Cigna	Admin+Chart Review	36.5%	★
IHC	Admin+Chart Review	58.4%	★★★
RBCBSU	Administrative Data	24.2%	★
UHC	Admin+Chart Review	44.0%	★★
<b>National Average : 46.3%</b>		<b>State Average : 42.5%</b>	

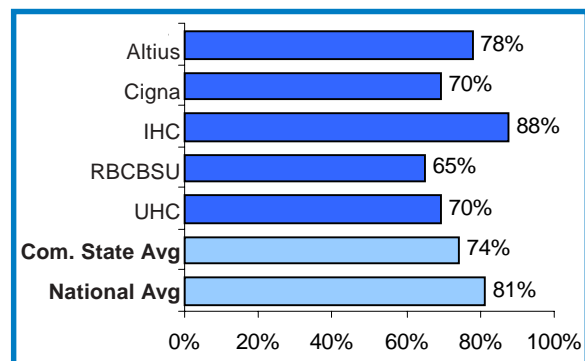
## Hemoglobin A1c Testing



## Eye Exam



## LDL-C Screening



⇒ Variations across HMOs may be caused by substandard performance OR different data collection methodology among HMOs.

Statistical  
Ratings

★★★ **Higher** HMO score is above the average for Utah commercial HMOs.  
 ★★ **Average** HMO score is neither higher nor lower than the Utah commercial HMO average.  
 ★ **Lower** HMO score is below the average for Utah commercial HMOs.

# Overall Satisfaction

## Commercial HMOs - 2002 Survey General Child Enrollees

HMO	Rate	Statistical Rating
-----	------	--------------------

### Rating of Health Plan

% of people who rated their HMO as 8, 9, or 10 on a 0 to 10 point scale, with 10 being the best

Altius	63.0%	★★
Cigna	58.2%	★
IHC	73.4%	★★★
RBCBSU	65.2%	★★
UHC	55.9%	★
<b>National Average: 61.9%</b>		<b>State Average: 63.1%</b>

### Rating of Health Care

% of people who rated their health care as 8, 9, or 10 on a 0 to 10 point scale, with 10 being the best

Altius	78.3%	★★
Cigna	77.0%	★
IHC	83.8%	★★★
RBCBSU	81.8%	★★★
UHC	77.5%	★
<b>National Average: 73.3%</b>		<b>State Average: 79.7%</b>

### Rating of Personal Physician

% of people who rated their personal doctor or nurse as 8, 9, or 10 on a 0 to 10 point scale, with 10 being the best

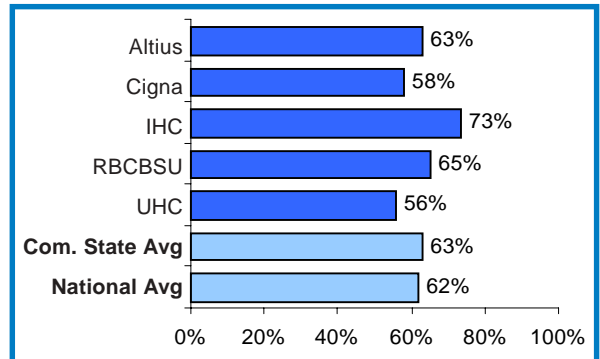
Altius	78.0%	★
Cigna	77.0%	★
IHC	85.8%	★★★
RBCBSU	84.0%	★★★
UHC	80.8%	★★
<b>National Average: 74.7%</b>		<b>State Average: 81.1%</b>

### Rating of Specialist

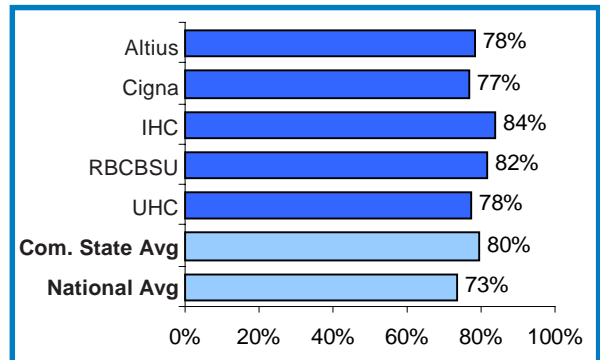
% of people who rated their specialist as 8, 9, or 10 on a 0 to 10 point scale, with 10 being the best

Altius	71.6%	★★
Cigna	69.7%	★★
IHC	73.4%	★★
RBCBSU	73.4%	★★
UHC	75.4%	★★
<b>National Average: 76.3%</b>		<b>State Average: 72.7%</b>

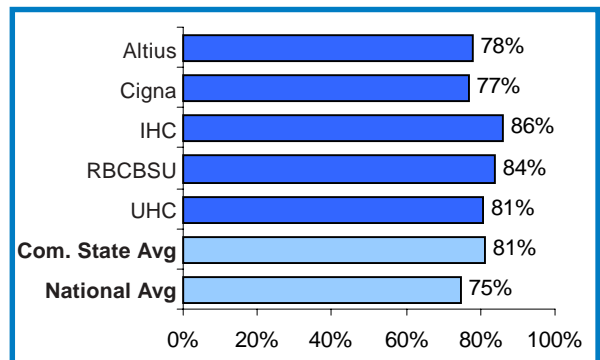
### Rating of Health Plan



### Rating of Health Care



### Rating of Personal Physician



**Statistical Ratings**

★★★ **Higher**  
★★ **Average**  
★ **Lower**

HMO score is above the average for Utah commercial HMOs.  
HMO score is neither higher nor lower than the Utah commercial HMO average.  
HMO score is below the average for Utah commercial HMOs.

# Quality of Access and Care

## Commercial HMOs - 2002 Survey General Child Enrollees

HMO	Rate	Statistical Rating
-----	------	--------------------

### Getting Care Quickly\*

% of people who said they 'Always' or 'Usually' get timely care

Altius	85.1%	★★
Cigna	84.1%	★★
IHC	85.8%	★★
RBCBSU	84.7%	★★
UHC	85.3%	★★
<b>National Average : 79.7%</b>	<b>State Average: 85.0%</b>	

### How Well Doctors Communicate\*

% of people who said they 'Always' or 'Usually' had good communication with their provider

Altius	95.6%	★★
Cigna	94.3%	★★
IHC	95.9%	★★
RBCBSU	95.7%	★★
UHC	93.8%	★★
<b>National Average : 90.7%</b>	<b>State Average: 95.1%</b>	

### Courteous/Helpful Office Staff\*

% of people who said medical office staff was 'Always' or 'Usually' helpful and courteous

Altius	96.3%	★★
Cigna	93.6%	★★
IHC	94.7%	★★
RBCBSU	96.7%	★★
UHC	92.9%	★★
<b>National Average : 92.0%</b>	<b>State Average: 94.9%</b>	

### Claims Processing\*

% of people who said they 'Always' or 'Usually' had their claims processed properly

Altius	85.3%	★★
Cigna	74.3%	★
IHC	93.6%	★★★
RBCBSU	87.0%	★★
UHC	79.5%	★
<b>National Average : 83.9%</b>	<b>State Average: 83.9%</b>	

### Getting Needed Care\*

% of people who said getting necessary care was 'Not a Problem'

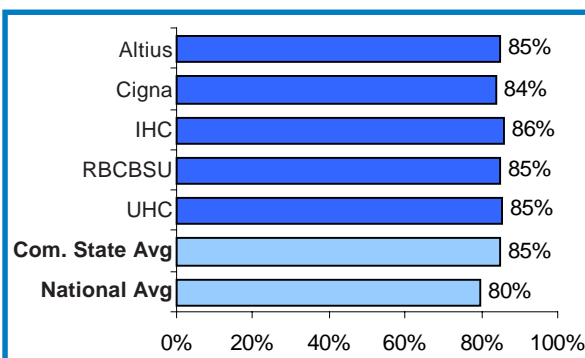
Altius	81.4%	★★
Cigna	73.5%	★
IHC	86.3%	★★★
RBCBSU	85.8%	★★★
UHC	84.7%	★★★
<b>National Average : 76.8%</b>	<b>State Average: 82.3%</b>	

### Customer Service\*

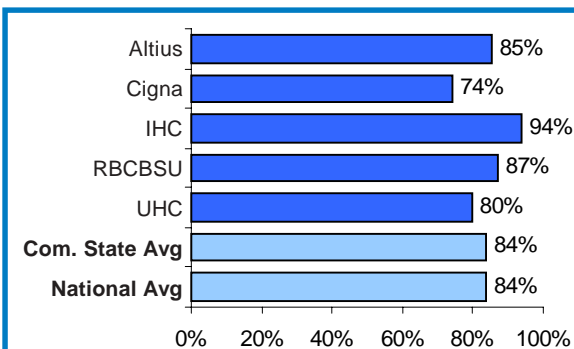
% of people who said getting customer service was 'Not a Problem'

Altius	68.7%	★★
Cigna	63.7%	★★
IHC	70.2%	★★★
RBCBSU	61.4%	★★
UHC	57.7%	★
<b>National Average : 67.2%</b>	<b>State Average: 64.4%</b>	

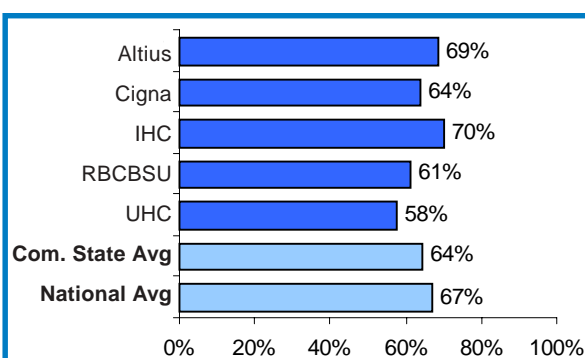
### Getting Care Quickly



### Claims Processing



### Customer Service



\* Performance measure is a composite representing one to six questions asked in the survey. For individual questions used for each composite, see pages 30 and 31 of this report. Composite scores are adjusted by the age and health status of each health plan's respondents.

Statistical  
Ratings

- ★★★ **Higher** HMO score is above the average for Utah commercial HMOs.
- ★★ **Average** HMO score is neither higher nor lower than the Utah commercial HMO average.
- ★ **Lower** HMO score is below the average for Utah commercial HMOs.

# Overall Satisfaction

## Commercial HMOs - 2002 Survey Children with Chronic Conditions

HMO	Rate	Statistical Rating
-----	------	--------------------

### Rating of Health Plan

% of people who rated their HMO as 8, 9, or 10 on a 0 to 10 point scale, with 10 being the best

Altius	56.6%	★★
Cigna	49.4%	★★
IHC	61.7%	★★★
RBCBSU	53.7%	★★
UHC	46.6%	★
<b>National Average: 61.9%</b>		<b>State Average: 53.6%</b>

### Rating of Health Care

% of people who rated their health care as 8, 9, or 10 on a 0 to 10 point scale, with 10 being the best

Altius	76.5%	★★
Cigna	68.0%	★
IHC	78.4%	★★
RBCBSU	77.9%	★★
UHC	77.5%	★★
<b>National Average: 73.3%</b>		<b>State Average: 75.6%</b>

### Rating of Personal Physician

% of people who rated their personal doctor or nurse as 8, 9, or 10 on a 0 to 10 point scale, with 10 being the best

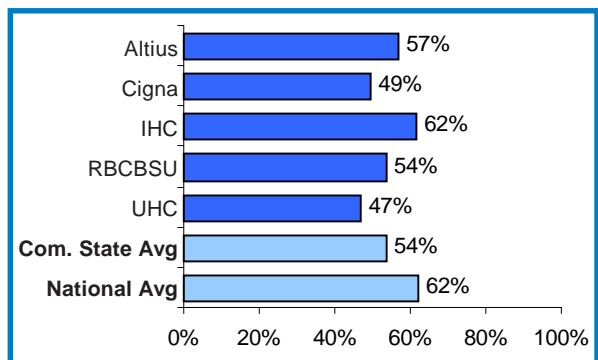
Altius	79.6%	★★
Cigna	71.3%	★
IHC	84.4%	★★★
RBCBSU	84.2%	★★★
UHC	86.4%	★★★
<b>National Average: 74.7%</b>		<b>State Average: 81.2%</b>

### Rating of Specialist

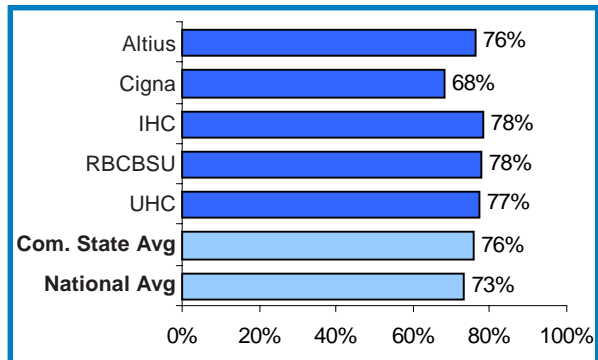
% of people who rated their specialist as 8, 9, or 10 on a 0 to 10 point scale, with 10 being the best

Altius	78.7%	★★
Cigna	Too few respondents	
IHC	73.2%	★★
RBCBSU	Too few respondents	
UHC	55.0%	★★
<b>National Average: 76.3%</b>		<b>State Average: 69.0%</b>

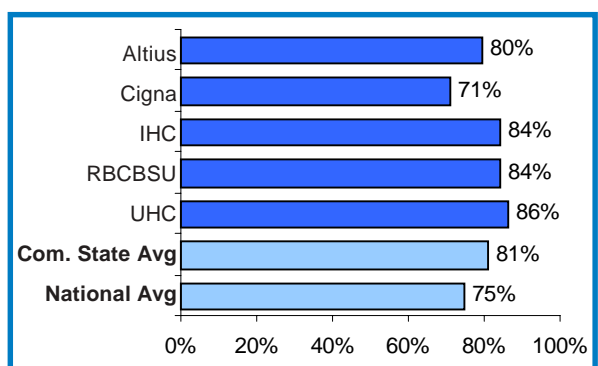
### Rating of Health Plan



### Rating of Health Care



### Rating of Personal Physician



#### Statistical Ratings

- ★★★ **Higher** HMO score is above the average for Utah commercial HMOs.
- ★★ **Average** HMO score is neither higher nor lower than the Utah commercial HMO average.
- ★ **Lower** HMO score is below the average for Utah commercial HMOs.

# Quality of Access and Care

## Commercial HMOs - 2002 Survey Children with Chronic Conditions

HMO	Rate	Statistical Rating
-----	------	--------------------

### Getting Care Quickly\*

% of people who said they 'Always' or 'Usually' get timely care

Altius	83.4%	★★
Cigna	83.2%	★★
IHC	82.6%	★★
RBCBSU	85.7%	★★
UHC	85.7%	★★
<b>National Average : 79.7%</b>		<b>State Average: 84.1%</b>

### How Well Doctors Communicate\*

% of people who said they 'Always' or 'Usually' had good communication with their provider

Altius	93.9%	★★
Cigna	92.6%	★
IHC	94.5%	★★
RBCBSU	94.8%	★★
UHC	95.4%	★★
<b>National Average : 90.7%</b>		<b>State Average: 94.2%</b>

### Courteous/Helpful Office Staff\*

% of people who said medical office staff was 'Always' or 'Usually' helpful and courteous

Altius	94.0%	★★
Cigna	94.2%	★★
IHC	93.4%	★★
RBCBSU	94.2%	★★
UHC	96.4%	★★
<b>National Average : 92.0%</b>		<b>State Average: 94.4%</b>

### Claims Processing\*

% of people who said they 'Always' or 'Usually' had their claims processed properly

Altius	80.9%	★★★
Cigna	70.3%	★
IHC	88.7%	★★★
RBCBSU	75.3%	★★
UHC	74.0%	★
<b>National Average : 83.9%</b>		<b>State Average: 77.9%</b>

### Getting Needed Care\*

% of people who said getting necessary care was 'Not a Problem'

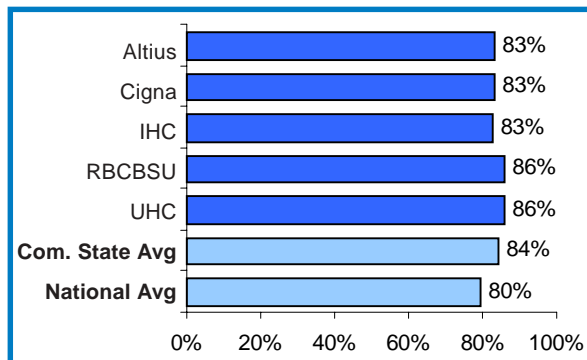
Altius	76.4%	★★
Cigna	65.0%	★
IHC	79.3%	★★★
RBCBSU	75.5%	★★
UHC	75.0%	★★
<b>National Average : 76.8%</b>		<b>State Average: 74.2%</b>

### Customer Service\*

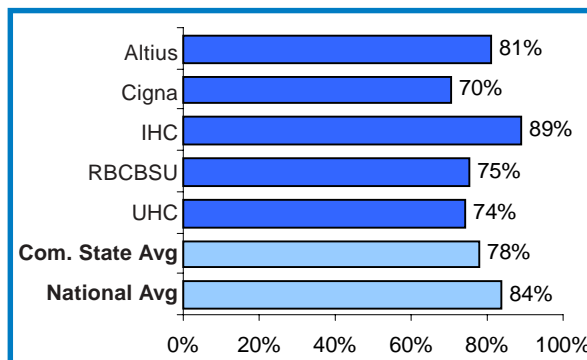
% of people who said getting customer service was 'Not a Problem'

Altius	64.3%	★★★
Cigna	60.0%	★★
IHC	66.5%	★★★
RBCBSU	55.8%	★★
UHC	47.7%	★
<b>National Average : 67.2%</b>		<b>State Average: 58.9%</b>

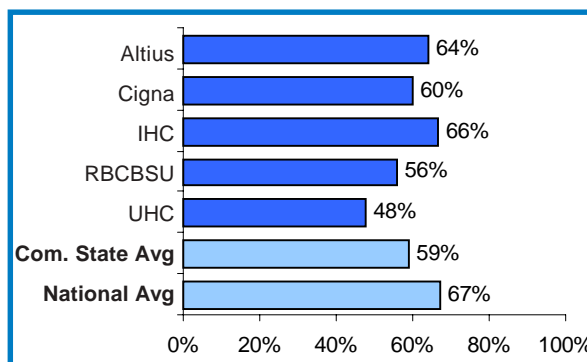
### Getting Care Quickly



### Claims Processing



### Customer Service



\* Performance measure is a composite representing one to six questions asked in the survey. For individual questions used for each composite, see pages 30 and 31 of this report. Composite scores are adjusted by the age and health status of each health plan's respondents.

Statistical  
Ratings

★★★ **Higher** HMO score is above the average for Utah commercial HMOs.  
★★ **Average** HMO score is neither higher nor lower than the Utah commercial HMO average.  
★ **Lower** HMO score is below the average for Utah commercial HMOs.

# Quality of Special Services<sup>1</sup>

## Commercial HMOs - 2002 Survey Children with Chronic Conditions

HMO	Rate	Statistical Rating
-----	------	--------------------

### Family Centered Care: Shared Decision Making\*

% of people who said they 'Always' or 'Usually' were involved in decision making for their child

Altius	82.8%	★★
Cigna	81.7%	★★
IHC	81.9%	★★
RBCBSU	82.0%	★★
UHC	82.8%	★★
<b>State Average</b>	<b>82.2%</b>	

### Family Centered Care: Getting Needed Information\*

% of people who said they 'Always' or 'Usually' received information they wanted from their provider

Altius	89.2%	★★
Cigna	89.7%	★★
IHC	89.7%	★★
RBCBSU	89.5%	★★
UHC	93.0%	★★
<b>State Average</b>	<b>90.3%</b>	

### Access to Prescription Medicines\*

% of people who said getting prescription medicines was 'Not a Problem'

Altius	75.0%	★★
Cigna	79.5%	★★
IHC	79.2%	★★
RBCBSU	87.7%	★★
UHC	77.4%	★★
<b>State Average</b>	<b>79.7%</b>	

### Access to Specialized Services\*

% of people who said getting specialized services was 'Not a Problem'

Altius	52.1%	★★
Cigna	Too few respondents	
IHC	58.0%	★★★
RBCBSU	Too few respondents	
UHC	48.2%	★★
<b>State Average</b>	<b>52.8%</b>	

### Family Centered Care: Personal Doctor or Nurse Who Knows Your Child\*

% of people who said 'Yes' to questions asking if their provider knew about their child

Altius	90.4%	★★★★
Cigna	81.6%	★★
IHC	89.9%	★★★★
RBCBSU	83.2%	★★
UHC	88.5%	★★
<b>State Average</b>	<b>86.7%</b>	

### Coordination of Care\*

% of people who said 'Yes' to questions asking if their providers properly coordinated care for their child

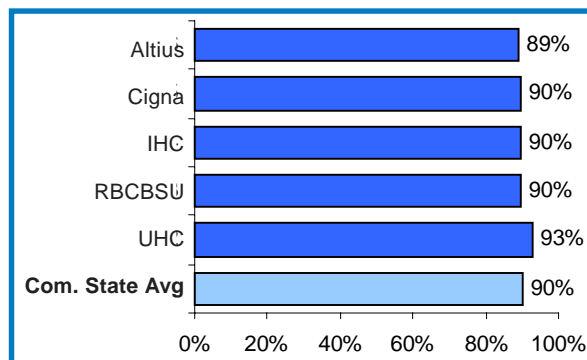
Altius	76.2%	★★★★
Cigna	Too few respondents	
IHC	71.8%	★★
RBCBSU	70.5%	★★
UHC	67.3%	★★
<b>State Average</b>	<b>71.4%</b>	

1. National averages for these measures are not available.

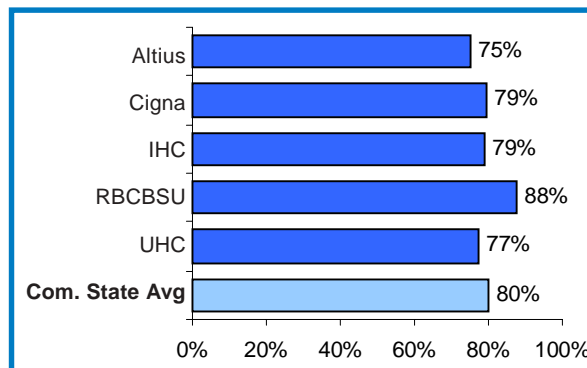
#### Statistical Ratings

- ★★★★ **Higher** HMO score is above the average for Utah commercial HMOs.
- ★★★ **Average** HMO score is neither higher nor lower than the Utah commercial HMO average.
- ★ **Lower** HMO score is below the average for Utah commercial HMOs.

### Family Centered Care: Getting Needed Information



### Access to Prescription Medicines



\* Performance measure is a composite representing one to six questions asked in the survey. For individual questions used for each composite, see pages 30 and 31 of this report. Composite scores are adjusted by the age and health status of each health plan's respondents.

## Medicaid HMOs: General Child Enrollees (Age: 0 through 13 years)

		Healthy U	IHC	Molina	United MedChoice	UT Medicaid HMO Average
Child's overall health status now	Excellent	40%	45%	44%	43%	44%
	Very good	27%	33%	33%	34%	33%
	Good	27%	18%	19%	17%	19%
	Fair	6%	3%	4%	4%	4%
	Poor	0%	1%	1%	1%	1%
Child's age	Less than 1 year	4%	12%	18%	18%	15%
	1 to 3	57%	37%	34%	33%	37%
	4 to 7	20%	28%	26%	28%	27%
	8 to 13	19%	23%	21%	22%	21%
Child's gender	Male	54%	53%	50%	54%	53%
	Female	46%	47%	50%	46%	47%
Education of parent/guardian	8th grade or less	5%	3%	3%	4%	3%
	Some high school	31%	9%	19%	22%	17%
	High school graduate/GED	29%	31%	38%	34%	34%
	Some college/2 year degree	25%	44%	32%	34%	36%
	4-year college graduate	6%	11%	5%	4%	7%
	More than 4-yr college graduate	4%	2%	2%	2%	2%
Child's race	White	77%	92%	92%	88%	90%
	Black	11%	5%	4%	6%	6%
	Asian	2%	3%	1%	3%	2%
	Native Hawaiian/Pacific Islander	7%	3%	2%	1%	2%
	American Indian/Alaska Native	10%	3%	3%	4%	4%

## Medicaid HMOs: Children with Chronic Conditions (Age: 0 through 13 years)

		Healthy U	IHC	Molina	United MedChoice	UT Medicaid HMO Average
Child's overall health status now	Excellent		13%	18%	14%	14%
	Very good		33%	34%	28%	32%
	Good	Not available	36%	34%	38%	37%
	Fair	due to small sample size	15%	12%	16%	15%
	Poor		3%	2%	4%	3%
Child's age	Less than 1 year		2%	8%	4%	3%
	1 to 3		21%	27%	30%	24%
	4 to 7		33%	30%	31%	32%
	8 to 13		44%	35%	35%	40%
Child's gender	Male		62%	54%	56%	60%
	Female	Not available	38%	46%	44%	40%
Education of parent/guardian	8th grade or less	due to small sample size	2%	2%	3%	2%
	Some high school		7%	15%	17%	10%
	High school graduate/GED		28%	37%	34%	30%
	Some college/2 year degree		47%	36%	41%	44%
	4-year college graduate		12%	8%	3%	10%
	More than 4-yr college graduate		5%	2%	3%	4%
Child's race	White	Not available	94%	95%	92%	94%
	Black	due to small sample size	5%	3%	6%	5%
	Asian		2%	0%	1%	2%
	Native Hawaiian/Pacific Islander		2%	0%	1%	2%
	American Indian/Alaska Native		3%	3%	4%	3%

## Commercial HMOs: General Child Enrollees (Age: 0 through 13 years)

		Altius	Cigna	IHC	RBCBSU	UHC	UT Commercial HMO Average
Child's overall health status now	Excellent	53%	48%	58%	59%	54%	54%
	Very good	35%	37%	33%	29%	33%	33%
	Good	12%	13%	8%	11%	12%	11%
	Fair	0%	1%	1%	1%	0%	1%
	Poor	0%	0%	0%	0%	0%	0%
Child's age	Less than 1 year	0%	2%	0%	0%	4%	1%
	1 to 3	15%	17%	16%	15%	16%	16%
	4 to 7	23%	28%	25%	27%	24%	25%
	8 to 13	61%	53%	60%	58%	56%	57%
Child's gender	Male	52%	53%	52%	53%	52%	52%
	Female	48%	47%	48%	47%	48%	48%
Education of parent/guardian	8th grade or less	2%	1%	1%	0%	1%	1%
	Some high school	2%	1%	2%	2%	2%	2%
	High school graduate/GED	20%	21%	17%	23%	20%	20%
	Some college/2 year degree	49%	47%	52%	46%	43%	47%
	4-year college graduate	19%	22%	20%	20%	23%	21%
	More than 4-yr college graduate	9%	7%	8%	9%	11%	9%
Child's race	White	95%	95%	96%	96%	96%	96%
	Black	3%	1%	1%	0%	2%	1%
	Asian	2%	4%	4%	2%	3%	3%
	Native Hawaiian/Pacific Islander	3%	3%	1%	1%	2%	2%
	American Indian/Alaska Native	1%	1%	1%	1%	1%	1%

## Commercial HMOs: Children with Chronic Conditions (Age: 0 through 13 years)

		Altius	Cigna	IHC	RBCBSU	UHC	UT Commercial HMO Average
Child's overall health status now	Excellent	13%	28%	22%	22%	16%	19%
	Very good	44%	40%	40%	44%	48%	43%
	Good	35%	26%	29%	28%	29%	31%
	Fair	7%	5%	8%	5%	6%	7%
	Poor	1%	1%	1%	1%	1%	1%
Child's age	Less than 1 year	0%	0%	0%	0%	3%	0%
	1 to 3	9%	10%	8%	9%	9%	9%
	4 to 7	19%	23%	19%	17%	18%	19%
	8 to 13	72%	67%	72%	74%	70%	71%
Child's gender	Male	62%	58%	64%	49%	66%	62%
	Female	38%	42%	36%	51%	34%	38%
Education of parent/guardian	8th grade or less	0%	0%	1%	0%	0%	0%
	Some high school	1%	2%	2%	0%	1%	1%
	High school graduate/GED	20%	21%	18%	20%	25%	20%
	Some college/2 year degree	49%	50%	50%	48%	37%	48%
	4-year college graduate	18%	18%	19%	27%	21%	20%
	More than 4-yr college graduate	11%	9%	10%	5%	16%	11%
Child's race	White	96%	96%	97%	99%	98%	97%
	Black	3%	0%	2%	0%	1%	2%
	Asian	1%	4%	2%	0%	3%	2%
	Native Hawaiian/Pacific Islander	2%	3%	1%	1%	1%	1%
	American Indian/Alaska Native	1%	0%	1%	0%	1%	1%

## Questions used for composites

Each performance measure (composite) derived from the HMO enrollee satisfaction survey includes one to six questions related to the topic. The individual questions pertaining to each composite are listed here.

### **Getting Needed Care**

- problem in getting a personal doctor or nurse you are happy with
- problem in getting a referral to a specialist
- problem in getting the care that was necessary
- problem with delays while waiting for approval from child's health plan

### **Getting care quickly**

- how often got help/advice needed when called doctor's office during office hours
- how often got an appointment as soon as wanted for regular/routine health care
- how often got care as soon as wanted when needed care right away for illness or injury
- how often waited 15 minutes or more past appointment time

### **How well doctors communicate**

- how often doctors listened carefully
- how often doctors explained things in an understandable way
- how often doctors showed respect for what you had to say
- how often doctors spent enough time with child

### **Courtesy/respectfulness of doctor's office staff**

- how often treated them with courtesy and respect
- how often they were as helpful as they should be

### **Customer service**

- problem finding/understanding information in the written materials
- problem getting the help they needed when called the health plan's customer service
- did you have any experiences with paperwork for your child's health plan\*
- problem with paperwork for child's health plan\*

### **Claims Processing**

- how often did your child's health plan handle your child's claims in a reasonable time\*
- how often did your child's health plan handle your child's claims correctly\*

\* Asked to members of commercial HMOs only.

## Questions for Children with Chronic Conditions

### Access to Prescription Medicines

- how much of a problem was it to get your child's prescription medicine
- did anyone from your child's health plan, doctor's office or clinic help you with this problem

### Access to Specialized Services

- how much of a problem was it to get special medical equipment for your child
- did anyone from your child's health plan, doctor's office or clinic help you with this problem
- how much of a problem was it to get special therapy for your child
- did anyone from your child's health plan, doctor's office or clinic help you with this problem
- how much of a problem was it to get treatment or counseling for your child
- did anyone from your child's health plan, doctor's office or clinic help you with this problem

### Family Centered Care: Personal Doctor/Nurse Who Knows Child

- did your child's personal doctor or nurse talk with you about how your child is feeling/growing/behaving
- does your child's personal doctor or nurse understand how these medical/behavioral/other health conditions affect your child's day-to-day life
- does your child's personal doctor or nurse understand how your child's medical/behavioral/other health conditions affect your family's day-to-day life

### Family Centered Care: Shared Decision Making

- when decisions were made, how often did your child's doctors or other health providers offer you choices about your child's health care
- when decisions were made, how often did your child's doctors or other health providers discuss with you the good and bad things about each of the different choices for your child's health care
- when decisions were made, how often did your child's doctors or other health providers ask you to tell them what choices you prefer
- when decisions were made, how often did your child's doctors or other health providers involve you as much as you wanted

### Family Centered Care: Getting Needed Information

- how often did your child's doctors or other health providers make it easy for you to discuss your questions or concerns
- how often did you get the specific information you needed from your child's doctors/other health providers
- how often did you have your questions answered by your child's doctors or other health providers

### Coordination of Care

- did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare
- did anyone from your child's health plan, doctor's office or clinic help coordinate your child's care among these different providers or services

# Acknowledgement

## Utah Department of Health

Internet: <http://health.utah.gov>

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Internet: <http://health.utah.gov/hda>

**Special thanks** to Altius Health Plans, Inc., CIGNA Healthcare of Utah, IHC Health Plans, Inc., Molina/AFC, Regence BlueCross BlueShield of Utah, United Healthcare of Utah, and University of Utah Hospitals and Clinics for their support and participation in this project; also to the Utah Insurance Department for supporting printing and distribution of this publication.

\* This report is developed by Chung-won Lee, PhD. and reviewed by participating HMOs, the UHDC members, and many individuals in the Utah Department of Health.

For more information about this report, contact the Office of Health Care Statistics at (801) 538-7048.

\*\* For more copies of this report, visit our website:

<http://hlunix.hl.state.ut.us/hda/consumer%20publications/HmoPerformance2002.pdf>.